

(40)

# SEARCH REQUEST FORM

Scientific and Technical Information Center

Requester's Full Name: James Kramer Examiner #: 79405 Date: 6-11-03  
 Art Unit: 3627 Phone Number 305 5241 Serial Number: 09/764,508  
 Mail-Box and Bldg/Room Location: 7A20 Results Format Preferred (circle): PAPER DISK E-MAIL

If more than one search is submitted, please prioritize searches in order of need.

\*\*\*\*\*

Please provide a detailed statement of the search topic, and describe as specifically as possible the subject matter to be searched. Include the elected species or structures, keywords, synonyms, and registry numbers, and combine with the concept or utility of the invention. Define any terms that may have a special meaning. Give examples or relevant citations, authors, etc, if known. Please attach a copy of the cover sheet, pertinent claims, and abstract.

Title of Invention: Technician Communications w/ Automated Claims Processing

Inventors (please provide full names): Robert A. Willis; Steven Smith; D.E. Lee,  
Raul A Jerez, Duane E Skipper, R.J. Mills, JR & M.E. Davis

Earliest Priority Filing Date: 12/26/00

\*For Sequence Searches Only\* Please include all pertinent information (parent, child, divisional, or issued patent numbers) along with the appropriate serial number.

705/321

Generating a Consolidated Bill  
 using data from all service calls  
 not just cost of repairs.

\*\*\*\*\*

## STAFF USE ONLY

| Type of Search                          |                       | Vendors and cost where applicable                |
|---|-----------------------|--|
| Searcher: <u>Bonnie Akin</u>            | NA Sequence (#) _____ | STN <u>\$15.00</u>                               |
| Searcher Phone #: <u>308 6100</u>       | AA Sequence (#) _____ | Dialog <u>\$1,219.00</u>                         |
| Searcher Location: <u>81C 3600</u>      | Structure (#) _____   | Questel/Orbit _____                              |
| Date Searcher Picked Up: <u>6-16-03</u> | Bibliographic _____   | Dr. Link _____                                   |
| Date Completed: <u>6-17-03</u>          | Litigation _____      | Lexis/Nexis _____                                |
| Searcher Prep & Review Time: <u>60m</u> | Fulltext _____        | Sequence Systems _____                           |
| Clerical Prep Time: _____               | Patent Family _____   | WWW/Internet <input checked="" type="checkbox"/> |
| Online Time: <u>130m</u>                | Other _____           | Other (specify) _____                            |



# ***STIC Search Report*** **EIC 3600**

**STIC Database Tracking Number: 96366**

**TO: James A Kramer  
Location: PK5 7A20  
Art Unit : 3627  
Tuesday, June 17, 2003**

**Case Serial Number: 09/764508**

**From: Bode Akintola  
Location: EIC 3600  
PK5-Suite 804, 8A01  
Phone: 308-6150**

**Olabode.akintola@uspto.gov**

## **Search Notes**

Please find attached your search results.

Please let me know if you like for me to try a refocused search with a different strategy or additional terms.

Please take a few minutes to fill the attached Colored feedback form to the EIC.

| Set | Items    | Description  |
|-----|----------|--|
| S1  | 0        | AU=(SKIPPER D? OR SKIPPER, D?)   |
| S2  | 9200082  | BILL??? OR COST? OR CLAIM?   |
| S3  | 10615483 | REPAIR? OR SERVICE? OR DAMAGE OR FIX???()UP?   |
| S4  | 2491061  | TECHNICIAN? OR PROVIDER? OR MECHANIC? OR ENGINEER? ?   |
| S5  | 4607274  | CONSOLIDAT? OR TOTAL? OR ADD?()UP  |
| S6  | 462899   | S2(3N)S5   |
| S7  | 1570     | S6(5N)S3(5N)S4   |
| S8  | 454      | S7(7N)(COMPUTER? OR AUTOMAT? OR ELECTRONIC? OR NETWORK? OR<br>ONLINE OR ON()LINE OR WEB? OR INTERNET? OR WWW)  |
| S9  | 111      | S8(5N)(CONSUMER? OR USER? OR BUYER? OR PARTICIPANT? OR CUS-<br>TOMER? OR CLIENT? OR SUBSCRIBER? OR MEMBER? ? OR INDIVIDUAL? -<br>OR PARTY OR PERSON? ? OR PARTIES) |
| S10 | 80       | S9 NOT PY>2000   |
| S11 | 48       | RD (unique items)  |

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11/3,K/1 (Item 1 from file: 20)  
DIALOG(R)File 20:Dialog Global Reporter  
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13820972 (USE FORMAT 7 OR 9 FOR FULLTEXT)  
**Chase Selects Digital Insight's Consolidator Product for Consumer  
Electronic Bill Presentment and Payment Platform**  
PR NEWSWIRE  
November 16, 2000  
JOURNAL CODE: WPRW LANGUAGE: English RECORD TYPE: FULLTEXT  
WORD COUNT: 485

... of the nation's leading banks, formed to deliver an open,  
interoperable switch for exchanging **electronic bills** and payments. The  
**Consolidator** was the first **Consumer Service Provider (CSP)**  
technology certified by Spectrum and is already in production at Wells  
Fargo Bank, another...

11/3,K/2 (Item 2 from file: 20)  
DIALOG(R)File 20:Dialog Global Reporter  
(c) 2003 The Dialog Corp. All rts. reserv.

13583356 (USE FORMAT 7 OR 9 FOR FULLTEXT)  
**TechRx and DCH Health Announce Licensing Agreement**  
PR NEWSWIRE  
November 01, 2000  
JOURNAL CODE: WPRW LANGUAGE: English RECORD TYPE: FULLTEXT  
WORD COUNT: 540

(USE FORMAT 7 OR 9 FOR FULLTEXT)

... and processing is performed either centrally, as in the ASP model,  
or distributed across multiple **network** computers in remote facilities.  
Application **service provider (ASP)** technology enables **users** to  
lower the **total cost** of technology ownership while gaining access to  
the most recent advancements in software. Small and...

11/3,K/3 (Item 3 from file: 20)  
DIALOG(R)File 20:Dialog Global Reporter  
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12197725 (USE FORMAT 7 OR 9 FOR FULLTEXT)  
**/C O R R E C T I O N -- FASTNET Corporation/**  
PR NEWSWIRE  
August 01, 2000  
JOURNAL CODE: WPRW LANGUAGE: English RECORD TYPE: FULLTEXT  
WORD COUNT: 1412

(USE FORMAT 7 OR 9 FOR FULLTEXT)

... of value added enhanced services to its directly connected  
customers, and in many cases, any **customer** regardless of their **Internet  
service provider**. These **services** include the Company's TMS(TM) brand  
**Total** Managed Security, a **cost** effective **electronic** security solution  
that FASTNET monitors and manages 24 hours a day, email-based unified  
messaging...

11/3,K/4 (Item 4 from file: 20)

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12197562 (USE FORMAT 7 OR 9 FOR FULLTEXT)

**Updated Story**

PR NEWSWIRE

July 26, 2000

JOURNAL CODE: WPRW LANGUAGE: English RECORD TYPE: FULLTEXT

WORD COUNT: 1365

(USE FORMAT 7 OR 9 FOR FULLTEXT)

... of value added enhanced services to its directly connected customers, and in many cases, any **customer** regardless of their **Internet service provider**. These **services** include the Company's TMS(TM) brand **Total** Managed Security, a **cost** effective **electronic** security solution that FASTNET monitors and manages 24 hours a day, email-based unified messaging...

11/3,K/5 (Item 5 from file: 20)

DIALOG(R)File 20:Dialog Global Reporter  
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12108072 (USE FORMAT 7 OR 9 FOR FULLTEXT)

**FASTNET Corporation Announces Second Quarter 2000 Results**

PR NEWSWIRE

July 26, 2000

JOURNAL CODE: WPRW LANGUAGE: English RECORD TYPE: FULLTEXT

WORD COUNT: 1357

(USE FORMAT 7 OR 9 FOR FULLTEXT)

... of value added enhanced services to its directly connected customers, and in many cases, any **customer** regardless of their **Internet service provider**. These **services** include the Company's TMS(TM) brand **Total** Managed Security, a **cost** effective **electronic** security solution that FASTNET monitors and manages 24 hours a day, email-based unified messaging...

11/3,K/6 (Item 6 from file: 20)

DIALOG(R)File 20:Dialog Global Reporter  
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11908211 (USE FORMAT 7 OR 9 FOR FULLTEXT)

**Integra and Compaq Agree to Deployment of Industry-Leading E-Commerce Infrastructure**

PR NEWSWIRE

July 12, 2000

JOURNAL CODE: WPRW LANGUAGE: English RECORD TYPE: FULLTEXT

WORD COUNT: 1139

(USE FORMAT 7 OR 9 FOR FULLTEXT)

... StorageWorks platforms, we are providing them with a secure, and proven way to meet their **customers** ' **service** -level agreements and optimize their **total cost** of ownership."

Meeting the needs of an emerging market

**Service providers** such as Integra use **Internet** technology to provide computing capabilities ranging from traditional Internet access and e-commerce hosting, through...

**11/3,K/7 (Item 7 from file: 20)**

DIALOG(R)File 20:Dialog Global Reporter  
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11590973 (USE FORMAT 7 OR 9 FOR FULLTEXT)

**FASTNET Becomes an Akamai Accelerated Network to Enhance Delivery of Web Content to Subscribers**

PR NEWSWIRE

June 20, 2000

JOURNAL CODE: WPRW LANGUAGE: English RECORD TYPE: FULLTEXT

WORD COUNT: 1073

(USE FORMAT 7 OR 9 FOR FULLTEXT)

... of value added enhanced services to its directly connected customers, and in many cases, any **customer** regardless of their **Internet Service Provider**. These services include the Company's TMS(TM) brand **Total Managed Security**, a **cost** effective **electronic** security solution that FASTNET monitors and manages 24 hours a day, email-based unified messaging...

**11/3,K/8 (Item 8 from file: 20)**

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11512866 (USE FORMAT 7 OR 9 FOR FULLTEXT)

**CyberBills to set up software centre in Hyderabad**

Girish Rao

ECONOMIC TIMES

June 15, 2000

JOURNAL CODE: WETI LANGUAGE: English RECORD TYPE: FULLTEXT

WORD COUNT: 352

(USE FORMAT 7 OR 9 FOR FULLTEXT)

... a 50,000 strong customer base in the US, is partnering Aether Systems Inc, a **provider** of wireless data **services** and systems, to allow CyberBills **Total Bill Management users** to make or receive **electronic** payments via handheld devices like two way pagers or Palm organisers, he said.

The company...

**11/3,K/9 (Item 9 from file: 20)**

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11348924 (USE FORMAT 7 OR 9 FOR FULLTEXT)

**E-KONG EXPANDS ZONE1511 CAPABILITIES IN SINGAPORE MARKET**

ASIA PULSE

June 05, 2000

JOURNAL CODE: WAPL LANGUAGE: English RECORD TYPE: FULLTEXT

WORD COUNT: 671

(USE FORMAT 7 OR 9 FOR FULLTEXT)

... wide branding.  
ZONE1511 is the world's only IDD service portal. Through a single account, **users** can register **on - line** and access multiple **service** providers. ZONE1511 **automatically** chooses the best-priced long distance **service provider** for callers at the time of their call. **Members** get one **consolidated bill** at month's end detailing all the calls made through the service.

Jeffrey B. Fraser...

... in March 2000, is the world's only IDD service portal. Through a single account, **users** can register and access multiple **service** providers **on - line**. ZONE1511 **automatically** chooses the best-priced long distance **service provider** for callers at the time of their call. **Members** get one **consolidated bill** at month's end detailing all the calls made through the service. Customers can register...

11/3,K/10 (Item 10 from file: 20)

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10894386 (USE FORMAT 7 OR 9 FOR FULLTEXT)

**Dotcom Energy CEOs to Speak at XENERGY Executive Forum May 17**

PR NEWSWIRE

May 08, 2000

JOURNAL CODE: WPRW LANGUAGE: English RECORD TYPE: FULLTEXT

WORD COUNT: 288

...competitive energy markets and the impact of the Internet.  
These start-ups are using the **Internet** to revolutionize how **customers** select **service providers**, consider clean energy, **consolidate bills** and compare energy offers. Their efforts are getting a lot of attention and investors clearly...

11/3,K/11 (Item 11 from file: 20)

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10718856 (USE FORMAT 7 OR 9 FOR FULLTEXT)

**FASTNET Corporation Announces First Quarter 2000 Results**

PR NEWSWIRE

April 25, 2000

JOURNAL CODE: WPRW LANGUAGE: English RECORD TYPE: FULLTEXT

WORD COUNT: 1469

(USE FORMAT 7 OR 9 FOR FULLTEXT)

... of value added enhanced services to its directly connected customers, and in many cases, any **customer** regardless of their **Internet service provider**. These **services** include the Company's TMS (TM) brand **Total Managed Security**, a **cost** effective **electronic** security solution that FASTNET monitors and manages 24 hours a day, email-based unified messaging...

11/3,K/12 (Item 12 from file: 20)

DIALOG(R)File 20:Dialog Global Reporter

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10469673 (USE FORMAT 7 OR 9 FOR FULLTEXT)

**Texas Healthcare Provider Contracts with ETC; East Texas Firm to Use ETC's High Tech Services**

BUSINESS WIRE

April 07, 2000

JOURNAL CODE: WBWE LANGUAGE: English RECORD TYPE: FULLTEXT

WORD COUNT: 383

(USE FORMAT 7 OR 9 FOR FULLTEXT)

... process functions to ETC allows Access Direct to focus resources on issues that will enhance **provider service** and **customer service**."

ETC is a process technology company specializing in **totally electronic** medical **claims** processing and data transmission services. The six-year-old firm's unique paperless claims processing...

**11/3,K/13 (Item 13 from file: 20)**

DIALOG(R)File 20:Dialog Global Reporter

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10398506 (USE FORMAT 7 OR 9 FOR FULLTEXT)

**FASTNET Opens Customer Network Facilities in Five New Markets**

PR NEWSWIRE

April 04, 2000

JOURNAL CODE: WPRW LANGUAGE: English RECORD TYPE: FULLTEXT

WORD COUNT: 771

(USE FORMAT 7 OR 9 FOR FULLTEXT)

... of value added enhanced services to its directly connected customers, and in many cases, any **customer** regardless of their **Internet service provider**. These **services** include the Company's TMS(TM) brand **Total** Managed Security, a **cost** effective **electronic** security solution that FASTNET monitors and manages 24 hours a day, email-based unified messaging...

**11/3,K/14 (Item 14 from file: 20)**

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10382666 (USE FORMAT 7 OR 9 FOR FULLTEXT)

**Financial Fusion Empowers Financial Institutions With a Single Source EBPP Solution**

PR NEWSWIRE

April 03, 2000

JOURNAL CODE: WPRW LANGUAGE: English RECORD TYPE: FULLTEXT

WORD COUNT: 1117

(USE FORMAT 7 OR 9 FOR FULLTEXT)

... aggregates all bills, including internal statement billing to the bank's site, which significantly lowers **bill** delivery **costs**. **Total Web Bill** Presentment includes all of the features associated with both the **Bill Service Provider** (BSP) and the **Consumer** Service Provider (CSP) from delivery of "on us" bills, aggregation of external bills, including bills...



11/3,K/15 (Item 15 from file: 20)  
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10290948 (USE FORMAT 7 OR 9 FOR FULLTEXT)  
**FASTNET Corporation Announces Fourth Quarter 1999 and Fiscal Year-End Results**  
PR NEWSWIRE  
March 28, 2000  
JOURNAL CODE: WPRW LANGUAGE: English RECORD TYPE: FULLTEXT  
WORD COUNT: 1189

(USE FORMAT 7 OR 9 FOR FULLTEXT)

... of value added enhanced services to its directly connected customers, and in many cases, any **customer** regardless of their **Internet service provider**. These **services** include the Company's TMS (TM) brand **Total Managed Security**, a **cost** effective **electronic** security solution that FASTNET monitors and manages 24 hours a day, email-based unified messaging...

11/3,K/16 (Item 16 from file: 20)  
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09814614 (USE FORMAT 7 OR 9 FOR FULLTEXT)  
**Pitney Bowes Forms docSense.com An Internet Business Focused on Electronic Bill Payment and Statement Presentment**  
BUSINESS WIRE  
February 29, 2000  
JOURNAL CODE: WBWE LANGUAGE: English RECORD TYPE: FULLTEXT  
WORD COUNT: 624

(USE FORMAT 7 OR 9 FOR FULLTEXT)

... for high-volume mailers to extract information from legacy systems and send the data to **bill consolidators** such as CheckFree and Spectrum, **consumer service** providers such as AOL, or to their own **web** site.

"In all of the public dialog about electronic bill and statement presentment, more attention...

11/3,K/17 (Item 17 from file: 20)  
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09044330 (USE FORMAT 7 OR 9 FOR FULLTEXT)  
**New Jersey Residents to Benefit from Deregulation; Essential.com to Deliver Convenience and Savings Through New Online Energy and Communications Superstore**  
BUSINESS WIRE  
January 06, 2000  
JOURNAL CODE: WBWE LANGUAGE: English RECORD TYPE: FULLTEXT  
WORD COUNT: 574

(USE FORMAT 7 OR 9 FOR FULLTEXT)

... Essential.com's unique offering delivers savings and simplifies the selection and management of Essential **Services** for modern, **Web** -enabled **consumers** . **Customers** can compare **providers** , **services** , and pricing plans, and make informed decisions. A single convenient, **consolidated bill** , which can be reviewed and paid **on - line** , offers usage analysis in a variety of meaningful formats.

About Essential.com  
Essential.com, Inc...

11/3,K/18 (Item 18 from file: 20)

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09044287 (USE FORMAT 7 OR 9 FOR FULLTEXT)

**California Residents to Benefit from Deregulation; Essential.com to Deliver Convenience and Savings Through New Online Energy and Communications Superstore**

BUSINESS WIRE

January 06, 2000

JOURNAL CODE: WBWE LANGUAGE: English RECORD TYPE: FULLTEXT

WORD COUNT: 535

(USE FORMAT 7 OR 9 FOR FULLTEXT)

... Essential.com's unique offering delivers savings and simplifies the selection and management of Essential **Services** for modern, **Web** -enabled **consumers** . **Customers** can compare **providers** , **services** , and pricing plans, and make informed decisions. A single convenient, **consolidated bill** , which can be reviewed and paid **on - line** , offers usage analysis in a variety of meaningful formats.

About Essential.com  
Essential.com, Inc...

11/3,K/19 (Item 19 from file: 20)

DIALOG(R)File 20:Dialog Global Reporter  
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09044236 (USE FORMAT 7 OR 9 FOR FULLTEXT)

**Nevada Residents to Benefit from Deregulation; Essential.com to Deliver Convenience and Savings Through New Online Energy and Communications Superstore**

BUSINESS WIRE

January 06, 2000

JOURNAL CODE: WBWE LANGUAGE: English RECORD TYPE: FULLTEXT

WORD COUNT: 584

(USE FORMAT 7 OR 9 FOR FULLTEXT)

... Essential.com's unique offering delivers savings and simplifies the selection and management of Essential **Services** for modern, **Web** -enabled **consumers** . **Customers** can compare **providers** , **services** , and pricing plans, and make informed decisions. A single convenient, **consolidated bill** , which can be reviewed and paid **on - line** , offers usage analysis in a variety of meaningful formats.

About Essential.com  
Essential.com, Inc...

11/3,K/20 (Item 20 from file: 20)  
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09004051 (USE FORMAT 7 OR 9 FOR FULLTEXT)  
**New York Residents to Benefit from Deregulation; Essential.com to Deliver Convenience and Savings Through New Online Energy and Communications Superstore**

BUSINESS WIRE  
January 06, 2000  
JOURNAL CODE: WBWE LANGUAGE: English RECORD TYPE: FULLTEXT  
WORD COUNT: 574

(USE FORMAT 7 OR 9 FOR FULLTEXT)

... Essential.com's unique offering delivers savings and simplifies the selection and management of Essential **Services** for modern, **Web** -enabled **consumers** . **Customers** can compare **providers** , **services** , and pricing plans, and make informed decisions. A single convenient, **consolidated bill** , which can be reviewed and paid **on - line** , offers usage analysis in a variety of meaningful formats.

About Essential.com  
Essential.com, Inc...

11/3,K/21 (Item 21 from file: 20)  
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09004050 (USE FORMAT 7 OR 9 FOR FULLTEXT)  
**Pennsylvania Residents to Benefit from Deregulation; Essential.com to Deliver Convenience and Savings Through New Online Energy and Communications Superstore**

BUSINESS WIRE  
January 06, 2000  
JOURNAL CODE: WBWE LANGUAGE: English RECORD TYPE: FULLTEXT  
WORD COUNT: 535

(USE FORMAT 7 OR 9 FOR FULLTEXT)

... Essential.com's unique offering delivers savings and simplifies the selection and management of Essential **Services** for modern, **Web** -enabled **consumers** . **Customers** can compare **providers** , **services** , and pricing plans, and make informed decisions. A single convenient, **consolidated bill** , which can be reviewed and paid **on - line** , offers usage analysis in a variety of meaningful formats.

About Essential.com  
Essential.com, Inc...

11/3,K/22 (Item 22 from file: 20)  
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09003955 (USE FORMAT 7 OR 9 FOR FULLTEXT)  
**Essential.com Heats Up On-Line Energy Market with National Expansion; Deregulation Creates Market Leader in 'Essential Services' Category**

BUSINESS WIRE  
January 06, 2000  
JOURNAL CODE: WBWE LANGUAGE: English RECORD TYPE: FULLTEXT

WORD COUNT: 829

(USE FORMAT 7 OR 9 FOR FULLTEXT)

... Essential.com's unique offering delivers savings and simplifies the selection and management of Essential **Services** for modern, **Web** -enabled **consumers** . **Customers** can compare **providers** , **services** , and pricing plans, and make informed decisions. A single convenient, **consolidated bill** , which can be reviewed and paid **on - line** , offers usage analysis in a variety of meaningful formats. The company has raised over \$20...

11/3,K/23 (Item 23 from file: 20)

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08893510 (USE FORMAT 7 OR 9 FOR FULLTEXT)

**NATIONAL INFORMATION INFRASTRUCTURE PROJECT (DoT plans to have 1 million Internet users by 2000)**

INDIA BUSINESS INSIGHT

December 21, 1999

JOURNAL CODE: WIBI LANGUAGE: English RECORD TYPE: FULLTEXT

WORD COUNT: 93

...infrastructure network to have 1 million Internet users by 2000.  
It plans to link private **Internet service providers** (ISPs) along with serving its 1 lakh **Internet subscribers** . The **total** cost of the project is estimated at Rs85 crore. The network architecture will be structured by...

11/3,K/24 (Item 24 from file: 20)

DIALOG(R)File 20:Dialog Global Reporter  
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08418434 (USE FORMAT 7 OR 9 FOR FULLTEXT)

**No five and dimes on the Net -- yet: Finding solution to small payments will unlock vast business**

DON TAPSCOTT

FINANCIAL POST, p07

November 27, 1999

JOURNAL CODE: FFP LANGUAGE: English RECORD TYPE: FULLTEXT

WORD COUNT: 732

(USE FORMAT 7 OR 9 FOR FULLTEXT)

... buy something from a participating merchant's site. iPin tracks the mini-purchases and the **total cost** is added to the **user 's Internet service** provider 's monthly fee. Each **member** of the family can have their own iPin number, and total purchases by an individual...

11/3,K/25 (Item 25 from file: 20)

DIALOG(R)File 20:Dialog Global Reporter  
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07611285 (USE FORMAT 7 OR 9 FOR FULLTEXT)

**Low Cost Automated Network Clients from Serenity Systems**

BUSINESS WIRE

October 06, 1999

JOURNAL CODE: WBWE LANGUAGE: English RECORD TYPE: FULLTEXT  
WORD COUNT: 748

(USE FORMAT 7 OR 9 FOR FULLTEXT)

... entire business computing environment including all the hardware, software, service and support for the entire **network** can cost **users** only half the current **Total Cost** of Ownership associated with PCs. At the same time, the **service provider** benefits by developing a recurring revenue stream.

An important feature of desktop computing as a...

11/3,K/26 (Item 26 from file: 20)  
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06288054 (USE FORMAT 7 OR 9 FOR FULLTEXT)  
**Visual Networks to Bring Service Level Management Capabilities to New Sprint Frame Relay Service**

BUSINESS WIRE

July 20, 1999

JOURNAL CODE: WBWE LANGUAGE: English RECORD TYPE: FULLTEXT  
WORD COUNT: 975

(USE FORMAT 7 OR 9 FOR FULLTEXT)

... level management functionality on an end-to-end basis. The highly scalable system allows the **service provider** and **customer** to manage the **network** collaboratively reducing the **total cost** of ownership for both. This collaboration is changing the relationship between **service provider** and **customer** as both **parties** have the exact same information when resolving network problems."

Visual UpTime management information and specific...

11/3,K/27 (Item 27 from file: 20)  
DIALOG(R)File 20:Dialog Global Reporter  
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05937466 (USE FORMAT 7 OR 9 FOR FULLTEXT)  
**NIIT Introduces the First Electronic Bill Presentment And Payment Solution for Billers**

PR NEWSWIRE

June 28, 1999

JOURNAL CODE: WPRW LANGUAGE: English RECORD TYPE: FULLTEXT  
WORD COUNT: 449

(USE FORMAT 7 OR 9 FOR FULLTEXT)

... Biller Direct mode allows the user to directly access the biller's website, while the **Consolidated** mode allows multiple **billers** to work through an **Internet service provider** (ISP) to deliver one **consolidated electronic bill** to the **consumer**.

**Consumers** benefit from paying their bills on-line to companies using EasyPay Server in that they...

11/3,K/28 (Item 28 from file: 20)  
DIALOG(R)File 20:Dialog Global Reporter

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05641865 (USE FORMAT 7 OR 9 FOR FULLTEXT)

**Siemens SmartRemote System Reduces Network Complexity, Optimizes Switching  
With Client/Server Infrastructure; Next Generation SmartRemote System  
Debuts at Supercomm '99**

BUSINESS WIRE

June 07, 1999

JOURNAL CODE: WBWE LANGUAGE: English RECORD TYPE: FULLTEXT

WORD COUNT: 636

(USE FORMAT 7 OR 9 FOR FULLTEXT)

... president, carrier networks, Siemens Information and Communication Networks, Inc. "By plugging SmartRemote systems into a **network , service providers** can **consolidate** **costly** multiple-switch **networks** and still reach their **customers** with a full range of features. In short, they gain a cost-effective network infrastructure...

**11/3,K/29 (Item 29 from file: 20)**

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05491929 (USE FORMAT 7 OR 9 FOR FULLTEXT)

**Visual Networks and Inverse Network Technology Agree to Jointly Develop and  
Market Integrated IP WAN Management**

PR NEWSWIRE

May 26, 1999

JOURNAL CODE: WPRW LANGUAGE: English RECORD TYPE: FULLTEXT

WORD COUNT: 1168

(USE FORMAT 7 OR 9 FOR FULLTEXT)

... can provide equivalent reliability for all data services," said Scott Stouffer, president and CEO, Visual **Networks** . "Visual UpTime is the model by which **service** providers reduce their **total cost** of operations and their **customer** 's cost of ownership while providing much more reliable networks. By partnering with Inverse, we...

**11/3,K/30 (Item 30 from file: 20)**

DIALOG(R)File 20:Dialog Global Reporter

(c) 2003 The Dialog Corp. All rts. reserv.

04639354 (USE FORMAT 7 OR 9 FOR FULLTEXT)

**Peace gains capital for its US market drive**

SECTION TITLE: News

Felicity Anderson

NATIONAL BUSINESS REVIEW

March 11, 1999

JOURNAL CODE: WNBR LANGUAGE: English RECORD TYPE: FULLTEXT

WORD COUNT: 460

(USE FORMAT 7 OR 9 FOR FULLTEXT)

... companies in deregulated markets, aptly called "Energy". The software includes all functions needed for energy **service providers** to provide **internet customer services** , **consolidated billing** or commodity-only billing, enrolment and settlements.

Brian Peace, a former programmer and University of...

11/3,K/31 (Item 31 from file: 20)

DIALOG(R)File 20:Dialog Global Reporter  
(c) 2003 The Dialog Corp. All rts. reserv.

04595211 (USE FORMAT 7 OR 9 FOR FULLTEXT)

**India: TRAI sees rise in traffic, revenues**

BUSINESS LINE

March 10, 1999

JOURNAL CODE: FBLN LANGUAGE: English RECORD TYPE: FULLTEXT

WORD COUNT: 422

(USE FORMAT 7 OR 9 FOR FULLTEXT)

... leased line and port charges, since these constitute around 20-25 per cent of the **total** fixed **cost** of an **Internet service provider**. **Subscriber** rate cuts could, therefore, be in the offing.

Cl: News

11/3,K/32 (Item 32 from file: 20)

DIALOG(R)File 20:Dialog Global Reporter  
(c) 2003 The Dialog Corp. All rts. reserv.

04384074 (USE FORMAT 7 OR 9 FOR FULLTEXT)

**ERICSSON: Ericsson enables eservices for the Smart Home**

M2 PRESSWIRE

February 18, 1999

JOURNAL CODE: WMPR LANGUAGE: English RECORD TYPE: FULLTEXT

WORD COUNT: 631

(USE FORMAT 7 OR 9 FOR FULLTEXT)

... on Ericsson's proven technology and expertise in building telecom networks scaling to millions of **subscribers**. The e-manager makes e-**services networks** robust, expandable and **cost**-efficient increasing total service scalability, availability and efficiency.

The e-tools development environment allows **service providers**, 3 **party** application programmers and appliances vendors to rapidly develop services and products for the e-services...

11/3,K/33 (Item 33 from file: 20)

DIALOG(R)File 20:Dialog Global Reporter  
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04377080 (USE FORMAT 7 OR 9 FOR FULLTEXT)

**Ericsson Enables e-services for the Smart Home**

BUSINESS WIRE

February 18, 1999

JOURNAL CODE: WBWE LANGUAGE: English RECORD TYPE: FULLTEXT

WORD COUNT: 631

(USE FORMAT 7 OR 9 FOR FULLTEXT)

... on Ericsson's proven technology and expertise in building telecom networks scaling to millions of **subscribers**. The e-manager makes e-**services networks** robust, expandable and **cost**-efficient increasing

**total** service scalability, availability and efficiency.

The e-tools development environment allows **service providers** , 3rd **party** application programmers and appliances vendors to rapidly develop services and products for the e-services...

11/3,K/34 (Item 34 from file: 20)  
DIALOG(R)File 20:Dialog Global Reporter  
(c) 2003 The Dialog Corp. All rts. reserv.

04274909 (USE FORMAT 7 OR 9 FOR FULLTEXT)  
**Peace Software Announces \$10 Million Equity Financing; Appoints New Board Members**  
BUSINESS WIRE  
February 09, 1999  
JOURNAL CODE: WBWE LANGUAGE: English RECORD TYPE: FULLTEXT  
WORD COUNT: 994

(USE FORMAT 7 OR 9 FOR FULLTEXT)

... TM) product is a comprehensive customer management and billing system designed and customized for energy **service provider clients** . Energy includes all functions needed for energy **service providers** (ESPs) to deliver total **customer** care, including **Internet customer service** , ESP **consolidated billing** or commodity-only billing, enrollment, and settlements.  
It is unique in providing a browser user...

11/3,K/35 (Item 35 from file: 20)  
DIALOG(R)File 20:Dialog Global Reporter  
(c) 2003 The Dialog Corp. All rts. reserv.

04264777 (USE FORMAT 7 OR 9 FOR FULLTEXT)  
**ALLTEL Enters Birmingham/Tuscaloosa and Mobile/Pensacola Areas Offers PCS, Other Communications Services on One Bill**  
PR NEWSWIRE  
February 08, 1999  
JOURNAL CODE: WPRW LANGUAGE: English RECORD TYPE: FULLTEXT  
WORD COUNT: 690

(USE FORMAT 7 OR 9 FOR FULLTEXT)

... industry term meaning potential customers.  
"ALLTEL is the first company in these areas to offer **customers** a single **provider** for PCS, long-distance, paging and **Internet services** -- all on one **consolidated** , easy-to-understand **bill** ," Beebe said. "**Customers** may tailor their communications package to meet their specific needs. ALLTEL truly provides the convenience...

11/3,K/36 (Item 36 from file: 20)  
DIALOG(R)File 20:Dialog Global Reporter  
(c) 2003 The Dialog Corp. All rts. reserv.

04039601 (USE FORMAT 7 OR 9 FOR FULLTEXT)  
**IRT Computimes (Monitor): Young Scientist's patent dilemma**  
IRISH TIMES, p8  
January 18, 1999  
JOURNAL CODE: FIRT LANGUAGE: English RECORD TYPE: FULLTEXT



WORD COUNT: 988

(USE FORMAT 7 OR 9 FOR FULLTEXT)

... services to their customers. In addition to enabling companies to present bills and receive payments **online**, the software will also allow banks, **service providers** and portals to **consolidate bills** from multiple **billers** and act as a single **online** access point for **consumers**.

Lucent's Ascent: Lucent Technologies has announced its intention to merge with high-end data...

**11/3,K/37 (Item 37 from file: 20)**

DIALOG(R)File 20:Dialog Global Reporter  
(c) 2003 The Dialog Corp. All rts. reserv.

03925297 (USE FORMAT 7 OR 9 FOR FULLTEXT)

**Internet use in China crucial for development**

CHINA DAILY

January 06, 1999

JOURNAL CODE: FCHD LANGUAGE: English RECORD TYPE: FULLTEXT

WORD COUNT: 620

(USE FORMAT 7 OR 9 FOR FULLTEXT)

... China Telecom's charges on the lines account for nearly 80 per cent of the **total costs** of **Internet service providers**.

Low speeds in making connections frustrates most **Internet users**.

Meanwhile, as a driving force of Internet growth, China's network infrastructure is still insufficient...

**11/3,K/38 (Item 38 from file: 20)**

DIALOG(R)File 20:Dialog Global Reporter  
(c) 2003 The Dialog Corp. All rts. reserv.

03796883 (USE FORMAT 7 OR 9 FOR FULLTEXT)

**ORACLE: Oracle announces Oracle Internet bill & pay 1.0**

M2 PRESSWIRE

December 16, 1998

JOURNAL CODE: WMPR LANGUAGE: English RECORD TYPE: FULLTEXT

WORD COUNT: 833

(USE FORMAT 7 OR 9 FOR FULLTEXT)

... companies who bill their customers for goods or services to present bills and receive payments **online**. It will also allow banks, **service providers** and portals to **consolidate bills** from multiple **billers** and act as a single **online** access point for **consumers**. Oracle Internet Bill & Pay will significantly reduce the costs of traditional paper-based billing operations...

**11/3,K/39 (Item 39 from file: 20)**

DIALOG(R)File 20:Dialog Global Reporter  
(c) 2003 The Dialog Corp. All rts. reserv.

03626891 (USE FORMAT 7 OR 9 FOR FULLTEXT)

**Oracle Announces Oracle Internet Bill & Pay 1.0, a Robust and Comprehensive**

**Electronic Bill Presentment & Payment Solution**

PR NEWSWIRE

December 02, 1998

JOURNAL CODE: WPRW LANGUAGE: English RECORD TYPE: FULLTEXT

WORD COUNT: 793

(USE FORMAT 7 OR 9 FOR FULLTEXT)

... companies who bill their customers for goods or services to present bills and receive payments **online**. It will also allow banks, **service providers** and portals to **consolidate bills** from multiple **billers** and act as a single **online** access point for **consumers**. Oracle Internet Bill & Pay will significantly reduce the costs of traditional paper-based billing operations...

**11/3,K/40 (Item 40 from file: 20)**

DIALOG(R)File 20:Dialog Global Reporter

(c) 2003 The Dialog Corp. All rts. reserv.

03235818 (USE FORMAT 7 OR 9 FOR FULLTEXT)

**Vanstar Delivers Comprehensive Life Cycle Management Services to Hunt-Wesson**

BUSINESS WIRE

October 27, 1998

JOURNAL CODE: WBWE LANGUAGE: English RECORD TYPE: FULLTEXT

WORD COUNT: 650

(USE FORMAT 7 OR 9 FOR FULLTEXT)

**Customer Service** and Support, Reduce **Total Cost** of Ownership  
Vanstar Corporation (NYSE:VST), a leading **provider** of PC **network** consulting and integration services, today announced details of a three-year life cycle management program...

**11/3,K/41 (Item 41 from file: 20)**

DIALOG(R)File 20:Dialog Global Reporter

(c) 2003 The Dialog Corp. All rts. reserv.

02839495 (USE FORMAT 7 OR 9 FOR FULLTEXT)

**San Pedro, Calif.-Based Firm's Software Helps Improve Internet Phone Service**

Linda Prendez

KRTBN KNIGHT-RIDDER TRIBUNE BUSINESS NEWS (PRESS-TELEGRAM, LONG BEACH, CALIF)

September 17, 1998 8:22

JOURNAL CODE: KPTL LANGUAGE: English RECORD TYPE: FULLTEXT

WORD COUNT: 513

(USE FORMAT 7 OR 9 FOR FULLTEXT)

... appealing enough to draw in new subscribers, and their friends and family, Dean said.

MediaRing 1subscribers must also subscribe to an **Internet service provider**, which brings the **total cost** for the unlimited **service** to about \$30 a month.

Some roadblocks still exist for people who might find MediaRing...

11/3,K/42 (Item 42 from file: 20)  
DIALOG(R)File 20:Dialog Global Reporter  
(c) 2003 The Dialog Corp. All rts. reserv.

02657325 (USE FORMAT 7 OR 9 FOR FULLTEXT)

**WatchGuard Unveils Firebox II**

Sylvia Dennis, Newstes.

NEWSBYTES

August 31, 1998

JOURNAL CODE: FNEW LANGUAGE: English RECORD TYPE: FULLTEXT

WORD COUNT: 365

(USE FORMAT 7 OR 9 FOR FULLTEXT)

... For extended networks, the ability to automatically deliver security software and policy updates over the **Internet** to remote security appliances decreases the **total cost** of ownership (TCO)," he explained, adding that, for third **party service providers**, such as **Internet** service providers (ISPs), "the ability to simultaneously update thousands of subscriber systems improves the profitability...

11/3,K/43 (Item 43 from file: 20)  
DIALOG(R)File 20:Dialog Global Reporter  
(c) 2003 The Dialog Corp. All rts. reserv.

02653251 (USE FORMAT 7 OR 9 FOR FULLTEXT)

**WatchGuard Ships Firebox II with LiveSecurity**

PR NEWSWIRE

August 31, 1998

JOURNAL CODE: WPRW LANGUAGE: English RECORD TYPE: FULLTEXT

WORD COUNT: 946

(USE FORMAT 7 OR 9 FOR FULLTEXT)

... For extended networks, the ability to automatically deliver security software and policy updates over the **Internet** to remote security appliances decreases the **total cost** of ownership (TCO). For third-**party service providers**, such as ISPs, the ability to simultaneously update thousands of subscriber systems from one remote...

11/3,K/44 (Item 44 from file: 20)  
DIALOG(R)File 20:Dialog Global Reporter  
(c) 2003 The Dialog Corp. All rts. reserv.

01718353 (USE FORMAT 7 OR 9 FOR FULLTEXT)

**Just In Time Solutions Introduces BillCast Family of Products for Open Internet Billing**

BUSINESS WIRE

May 18, 1998 8:36

JOURNAL CODE: WBWE LANGUAGE: English RECORD TYPE: FULLTEXT

WORD COUNT: 1195

(USE FORMAT 7 OR 9 FOR FULLTEXT)

... to their customers where they choose to receive them, and still retain control of the **customer** interaction." " **Consumers**, businesses and **service providers** have been anxiously anticipating the advent of **consolidated on - line billing**," said Boyd Peterson, Director of

**Consumer** Communications Research at the Yankee Group. "Just In Time Solutions, with its advocacy of Open...

**11/3,K/45** (Item 1 from file: 476)  
DIALOG(R)File 476:Financial Times Fulltext  
(c) 2003 Financial Times Ltd. All rts. reserv.

0010525795 A200004182DB-22-FT

**NATIONAL NEWS: E-billing set to put loyalty to the test NET BUSINESS ON TUESDAY**

CARLOS GRANDE

Financial Times, London Ed1 ED, P 6

Tuesday, April 18, 2000

DOCUMENT TYPE: NEWSPAPER; Stories LANGUAGE: ENGLISH RECORD TYPE:

FULLTEXT SECTION HEADING: NATIONAL NEWS

Word Count: 359

TEXT:

...fall, other forms of internet value creation are here to stay. E-billing is one.

**Internet service providers** , such as AOL, already allow **subscribers**0 to check running **bill totals online** .

**11/3,K/46** (Item 1 from file: 624)  
DIALOG(R)File 624:McGraw-Hill Publications  
(c) 2003 McGraw-Hill Co. Inc. All rts. reserv.

00911421

**NEW BOSS NEW PLAN: CEO Armstrong is moving fast to cut costs and position the giant for the Digital Age. Will his strategy work?**

Business Week February 2, 1998; Pg 122; Number 3563

Journal Code: BW ISSN: 0007-7135

Section Heading: Cover Story

Word Count: 4,221 \*Full text available in Formats 5, 7 and 9\*

BYLINE:

By Peter Elstrom in Short Hills, N.J., with Kathleen Kerwin in Detroit and bureau reports

TEXT:

... higher-margin. Charged top executives with integrating the wireless business with long distance and other **services** , so AT&T can offer consolidated billing and **customer service** .

**INTERNET TOTAL MARKET: \$6.5 BILLION**

**CHALLENGE AT&T's WorldNet is a midsize Internet service provider in a \$20-a-month commodity business that's unprofitable for all but the biggest**  
...

**11/3,K/47** (Item 1 from file: 810)  
DIALOG(R)File 810:Business Wire  
(c) 1999 Business Wire . All rts. reserv.

0853305 BW1284

**VANSTAR: Vanstar Delivers Comprehensive Life Cycle Management Services to Hoechst Marion Roussel, Inc.**

May 18, 1998

Byline: Business Editors & Technology Writers

ATLANTA--(BUSINESS WIRE)--May 18, 1998--

Five-Year Program Designed to Increase Level of **Customer Service**  
and Support, Reduce **Total Cost** of Ownership

Vanstar Corporation (NYSE: VST), a leading **provider** of PC **network**  
consulting and integration services, today announced details of a  
five-year Life Cycle Management Program...

11/3,K/48 (Item 2 from file: 810)

DIALOG(R)File 810:Business Wire

(c) 1999 Business Wire . All rts. reserv.

0709259 BW1108

**CISCO SYSTEMS: Cisco announces integrated high-density dial access system  
new system delivers high-density, multiprocess architecture and  
centralized network management**

June 03, 1997

Byline: Business Editors and Computer Writers

...with sophisticated  
centralized network management software for simple and rapid  
worldwide deployment of differentiated dial **services** .

The Cisco AccessPath system is ideally suited for **service  
provider** Point of Presence (POP) and large enterprise **customer**  
environments, where **total cost** , solution integration and **network**  
management are critical decision criteria. The AccessPath flexible  
dial architecture is cost effective, highly scalable...

| Set | Items    | Description  |
|-----|----------|--|
| S1  | 1        | AU=(SKIPPER D? OR SKIPPER, D?)   |
| S2  | 11386857 | BILL??? OR COST? OR CLAIM?   |
| S3  | 14041397 | REPAIR? OR SERVICE? OR DAMAGE OR FIX???()UP?   |
| S4  | 4119964  | TECHNICIAN? OR PROVIDER? OR MECHANIC? OR ENGINEER? ?   |
| S5  | 15086926 | CONSUMER? OR USER? OR BUYER? OR PARTICIPANT? OR CUSTOMER? -<br>OR CLIENT? OR SUBSCRIBER? OR MEMBER? ? OR INDIVIDUAL? OR PARTY<br>OR PERSON? ? OR PARTIES |
| S6  | 5813318  | CONSOLIDAT? OR TOTAL? OR ADD?()UP  |
| S7  | 690068   | S2(3N)S6   |
| S8  | 2568     | S7(5N)S3(5N)S4   |
| S9  | 635      | S8(5N)(COMPUTER? OR AUTOMAT? OR ELECTRONIC? OR NETWORK? OR<br>ONLINE OR ON()LINE OR WEB? OR INTERNET? OR WWW)  |
| S10 | 160      | S9(5N)S5   |
| S11 | 185486   | S2(2N)PROCESS?   |
| S12 | 1171938  | S3(2N)S4   |
| S13 | 16799    | S11(3N)(COMPUTER? OR AUTOMAT? OR ELECTRONIC? OR NETWORK? -<br>OR ONLINE OR ON()LINE OR WEB? OR INTERNET? OR WWW)   |
| S14 | 307      | S13(10N)S12  |
| S15 | 81       | S14(10N)S5   |
| S16 | 235      | S10 OR S15   |
| S17 | 178      | S16 NOT PY>2000  |
| S18 | 81       | RD (unique items)  |

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File 15:ABI/Inform(R) 1971-2003/Jun 16  
(c) 2003 ProQuest Info&Learning

File 16:Gale Group PROMT(R) 1990-2003/Jun 17  
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File 148:Gale Group Trade & Industry DB 1976-2003/Jun 16  
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(c) 1999 The Gale Group

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(c) 2003 The Gale Group

File 621:Gale Group New Prod.Annou.(R) 1985-2003/Jun 16  
(c) 2003 The Gale Group

File 636:Gale Group Newsletter DB(TM) 1987-2003/Jun 13  
(c) 2003 The Gale Group

18/3,K/1 (Item 1 from file: 9)  
DIALOG(R)File 9:Business & Industry(R)  
(c) 2003 Resp. DB Svcs. All rts. reserv.

2959941 Supplier Number: 02959941 (USE FORMAT 7 OR 9 FOR FULLTEXT)  
**GERHARD SCHMID OF MOBILCOM: Local Hero**  
**(MobilCom, with 1999 group sales of DM2.44 bil, reports its free online service provider Freenet has 1 mil users)**  
Institutional Investor International, v 25, n 9, p 26+  
September 2000  
DOCUMENT TYPE: Journal; Interview; Company Overview ISSN: 0192-5660 (United States)  
LANGUAGE: English RECORD TYPE: Fulltext  
WORD COUNT: 1371

(USE FORMAT 7 OR 9 FOR FULLTEXT)

TEXT:

...services, as well as between 8 and 9 percent of the market for fixed-line **services**. Freenet, its free **online service provider**, has 1 million **subscribers**. In 1999 group sales **totaled Dm2.44 billion**. Group profits fell from Dm128 million in 1998 to Dm123 million last year, following a...

18/3,K/2 (Item 2 from file: 9)  
DIALOG(R)File 9:Business & Industry(R)  
(c) 2003 Resp. DB Svcs. All rts. reserv.

2820473 Supplier Number: 02820473 (USE FORMAT 7 OR 9 FOR FULLTEXT)  
**E-KONG EXPANDS ZONE1511 CAPABILITIES IN SINGAPORE MARKET**  
**(e-KONG Group plans to launch its ZONE1511 Internet IDD service portal in Singapore in July 2000)**  
Asia Pulse, p n/a  
June 05, 2000  
DOCUMENT TYPE: Custom Wire (Southern & Eastern Asia)  
LANGUAGE: English RECORD TYPE: Fulltext  
WORD COUNT: 645

(USE FORMAT 7 OR 9 FOR FULLTEXT)

ABSTRACT:

...the world's sole IDD service portal, enables users, via a single account, to register **online** and gain access to multiple **service providers**. ZONE1511 will then **automatically** select the best-priced long distance **service provider** at the time of the call. **Members** then get a single, **consolidated** monthly **bill** detailing all calls made via the service. e-KONG, which has already launched the ZONE1511...

TEXT:

...wide branding.

ZONE1511 is the world's only IDD service portal. Through a single account, **users** can register **on - line** and access multiple **service providers**. ZONE1511 **automatically** chooses the best-priced long distance **service provider** for callers at the time of their call. **Members** get one **consolidated bill** at month's end detailing all the calls made through the service.

Jeffrey B. Fraser...

...in March 2000, is the world's only IDD service portal. Through a single account, **users** can register and access multiple **service** providers **on - line**. ZONE1511 **automatically** chooses the best-priced long distance **service** **provider** for callers at the time of their call. **Members** get one **consolidated bill** at month's end detailing all the calls made through the service. Customers can register...

**18/3,K/3 (Item 3 from file: 9)**

DIALOG(R)File 9:Business & Industry(R)

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2809682 Supplier Number: 02809682 (USE FORMAT 7 OR 9 FOR FULLTEXT)

**CheckFree To Provide E-Bills to WebLink**

**(CheckFree has signed pact with wireless data services provider WebLink**

**Wireless Inc, whose customers will be able to review and pay bills online at CheckFree partner sites)**

Online Reporter, p N/A

May 15, 2000

DOCUMENT TYPE: Newsletter (United States)

LANGUAGE: English RECORD TYPE: Fulltext

WORD COUNT: 41

(USE FORMAT 7 OR 9 FOR FULLTEXT)

TEXT:

E- **bills** consolidator CheckFree has signed an agreement with wireless data **services** **provider** **WebLink** Wireless Inc so **WebLink** **customers** can review and pay their bills online at one of CheckFree's consumer service provider...

**18/3,K/4 (Item 4 from file: 9)**

DIALOG(R)File 9:Business & Industry(R)

(c) 2003 Resp. DB Svcs. All rts. reserv.

2541092 Supplier Number: 02541092 (USE FORMAT 7 OR 9 FOR FULLTEXT)

**Key development**

**(Web technology advances have made service providers focus more on customer network management services; some service providers, e.g., AT&T, are offering a Web "portal")**

tele.com, p 40+

July 19, 1999

DOCUMENT TYPE: Journal ISSN: 1086-7821 (United States)

LANGUAGE: English RECORD TYPE: Fulltext

WORD COUNT: 2699

(USE FORMAT 7 OR 9 FOR FULLTEXT)

TEXT:

...as basic firewall capabilities to prevent access from the outside.

No matter what type of **service** **provider** is involved, the **cost** of building a **consolidated**, **Web**-based **customer** **network** management portal is likely to cost millions of dollars. Is it worth it? It depends...

**18/3,K/5 (Item 5 from file: 9)**

DIALOG(R)File 9:Business & Industry(R)



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2402029 Supplier Number: 02402029 (USE FORMAT 7 OR 9 FOR FULLTEXT)  
**India: TRAI sees rise in traffic, revenues**  
**(Telecom Authority of India expects new tariff rates to increase revenues**  
**for service operators and raise traffic volumes; Department of Trade**  
**expects rates to result in revenue losses, Rs725.24 crores in 1999-2000)**  
Business Line , p n/a  
March 10, 1999  
DOCUMENT TYPE: Journal ISSN: 0971-7528 (India)  
LANGUAGE: English RECORD TYPE: Fulltext  
WORD COUNT: 422

(USE FORMAT 7 OR 9 FOR FULLTEXT)

TEXT:

...leased line and port charges, since these constitute around 20-25 per cent of the **total fixed cost** of an **Internet service provider** .  
**Subscriber** rate cuts could, therefore, be in the offing.

Cl: News

**18/3,K/6 (Item 6 from file: 9)**  
DIALOG(R)File 9:Business & Industry(R)  
(c) 2003 Resp. DB Svcs. All rts. reserv.

2246469 Supplier Number: 02246469 (USE FORMAT 7 OR 9 FOR FULLTEXT)  
**San Pedro, Calif.-Based Firm's Software Helps Improve Internet Phone Service**  
**(MediaRing Inc (San Pedro, CA) offers unlimited long-distance Internet phone service to anywhere in the world for only \$4.95 a month)**  
Press-Telegram , p N/A  
September 16, 1998  
DOCUMENT TYPE: Regional Newspaper ISSN: 0197-2219 (United States)  
LANGUAGE: English RECORD TYPE: Fulltext  
WORD COUNT: 499

(USE FORMAT 7 OR 9 FOR FULLTEXT)

TEXT:

...appealing enough to draw in new subscribers, and their friends and family, Dean said.

MediaRing **subscribers** must also subscribe to an **Internet service provider** , which brings the **total cost** for the unlimited **service** to about \$30 a month.  
Some roadblocks still exist for people who might find MediaRing...

**18/3,K/7 (Item 7 from file: 9)**  
DIALOG(R)File 9:Business & Industry(R)  
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2226768 Supplier Number: 02226768 (USE FORMAT 7 OR 9 FOR FULLTEXT)  
**WatchGuard Unveils Firebox II**  
**(WatchGuard Technologies introduces Firebox II, a plug-and-play network security system billed as capitalizing on the company's LifeSecurity distributed architecture)**  
Newsbytes News Network, p N/A

August 31, 1998  
DOCUMENT TYPE: Journal ISSN: 0983-1592 (United States)  
LANGUAGE: English RECORD TYPE: Fulltext  
WORD COUNT: 378

(USE FORMAT 7 OR 9 FOR FULLTEXT)

TEXT:

...deliver security software and policy updates over the Internet to remote security appliances decreases the **total cost** of ownership (TCO)," he explained, adding that, for third **party service providers**, such as **Internet service providers (ISPs)**, "the ability to simultaneously update thousands of subscriber systems from one remote...

**18/3,K/8 (Item 8 from file: 9)**

DIALOG(R)File 9:Business & Industry(R)  
(c) 2003 Resp. DB Svcs. All rts. reserv.

2015577 Supplier Number: 02015577

**Livingston Tackles ISP Billing Woes**

**(Livingston Enterprises Inc will introduce RADIUS Authentication Billing Manager, a management system that allows users to integrate billing with network software)**

Interactive Week, v 4, n 43, p 9

December 08, 1997

DOCUMENT TYPE: Journal ISSN: 1078-7259 (United States)

LANGUAGE: English RECORD TYPE: Abstract

ABSTRACT:

Livingston Enterprises Inc will introduce RADIUS Authentication Billing Manager, which simplifies the **process** of **billing customers** by **Internet Service Providers (ISPs)**. Having an integrated management system allows ISPs to move away from a flat-fee...

**18/3,K/9 (Item 9 from file: 9)**

DIALOG(R)File 9:Business & Industry(R)  
(c) 2003 Resp. DB Svcs. All rts. reserv.

1824913 Supplier Number: 01824913 (USE FORMAT 7 OR 9 FOR FULLTEXT)

**DMW Unveils Web-based Customer Care**

**(DMW Worldwide launches its modular Timarou telecommunications billing and advanced customer care application; this product merges wireless service and the Internet)**

Wireless Week, p 29

April 21, 1997

DOCUMENT TYPE: Journal ISSN: 1085-0473 (United States)

LANGUAGE: English RECORD TYPE: Fulltext

WORD COUNT: 321

(USE FORMAT 7 OR 9 FOR FULLTEXT)

TEXT:

...DMW President Frank Ricotta.

DMW said the software, which operates in Windows NT and Unix **networks**, allow a carrier to provide **consolidated** and customized **billing** from a range of **providers**, products and **services**, flexible **service** and pricing plans and improved **customer** care.

Timarou application modules fit into corporate legacy systems. Modules include marketing and sales, planning...

**18/3,K/10 (Item 1 from file: 15)**  
DIALOG(R)File 15:ABI/Inform(R)  
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02076227 62641599  
**Meet ICP customer demands in the e-age**  
Schultz, Randy  
Communications News v37n10 PP: 40-42 Oct 2000  
ISSN: 0010-3632 JRNL CODE: CNE  
WORD COUNT: 1296

...TEXT: residential customer per month, and can be as high as hundreds of dollars for corporate **customers**. In contrast, some industry watchers estimate that producing and **processing electronic bills costs** a mere 40 cents, meaning that **service providers** will have to deploy an effective EBPP solution to stay competitive. Otherwise, they will spend...

...with an electronic audit trail.

#### CHOOSE RIGHT EBPP MODEL

There are two different EBPP models: **biller** direct and **consolidator**. The **biller** direct model places **electronic** billing capabilities on a **service provider**'s **website** and lets **customers** access billing information and pay bills directly from the site. This model strengthens service providers...

**18/3,K/11 (Item 2 from file: 15)**  
DIALOG(R)File 15:ABI/Inform(R)  
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02037982 55595300  
**Billing in the e-cage**  
Schultz, Randy  
Telephony v238n26 PP: 58-62 Jun 26, 2000  
ISSN: 0040-2656 JRNL CODE: TPH  
WORD COUNT: 1232

...TEXT: validate payment with an electronic audit trail.

Choose wisely

There are two different EBPP models: **biller** direct and **consolidator** (Figure 2).

The **biller** direct model places **electronic** billing capabilities on a **service provider**'s **Web** site and lets **customers** access billing information and pay bills directly from the site. This model strengthens service providers...

**18/3,K/12 (Item 3 from file: 15)**  
DIALOG(R)File 15:ABI/Inform(R)  
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02007351 52027563

**Billing issues increase in the Internet century**

Wickham, Rhonda L

Wireless Review PP: 12 Mar 1, 2000

ISSN: 1099-9248 JRNL CODE: WLR

WORD COUNT: 899

...TEXT: with each customer, providers will be handling numerous transactions.

"One of the roles of the **network service provider** will therefore be to **consolidate billing** items into a **user -friendly bill**," Trickey said. "They also must take care to reconcile the value that has..."

**18/3,K/13 (Item 4 from file: 15)**

DIALOG(R)File 15:ABI/Inform(R)

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01818760 04-69751

**Finding the best networking upstarts**

Shaffer, Richard A

Fortune v139n10 PP: 274 May 24, 1999

ISSN: 0015-8259 JRNL CODE: FOR

WORD COUNT: 930

...TEXT: and scheduling for new telephone lines. Electroniccommerce software from Portal Software of Cupertino, Calif., manages **customer interaction and billing processes** for **Internet service providers**.

My favorite startup providing communications infrastructure is Juniper Networks of Mountain View, Calif. Juniper is...

**18/3,K/14 (Item 5 from file: 15)**

DIALOG(R)File 15:ABI/Inform(R)

(c) 2003 ProQuest Info&Learning. All rts. reserv.

01808988 04-59979

**Educating tomorrow's employees**

Donlon, J P; DeSchryver, Dave

Chief Executive n143 PP: 68-77 Apr 1999

ISSN: 0160-4724 JRNL CODE: CHE

WORD COUNT: 7108

...TEXT: information and conduct electronic commerce.

Josh S. Weston is honorary chairman of Roseland, NJ-based **Automatic Data Processing**, a \$5 **billion** payroll and tax filing processor and computing and information **services provider**.

Sidebar:

Learning Leaders

Some **members** of the business community continue to commit themselves to improving education by supporting public schools...

18/3,K/15 (Item 6 from file: 15)

DIALOG(R)File 15:ABI/Inform(R)

(c) 2003 ProQuest Info&Learning. All rts. reserv.

01739374 03-90364

**Electronic billing: Postage due**

Patel, Jeetu; Desai, Gautam; Bromberek, Jason; Levitt, Jason

Informationweek n711 PP: 73-84 Nov 30, 1998

ISSN: 8750-6874 JRNL CODE: IWK

WORD COUNT: 4293

...TEXT: joint partnership between Microsoft, First Data Corp., and Citibank. TransPoint competes with CheckFree as a **provider** of **biller consolidation services** for **electronic bill** payment and presentment.

TransPoint **consolidates bills** from multiple **billers** at a central site, enabling **consumers** to pay all of their bills at one site. TransPoint hosts all billing data at...

18/3,K/16 (Item 7 from file: 15)

DIALOG(R)File 15:ABI/Inform(R)

(c) 2003 ProQuest Info&Learning. All rts. reserv.

01682360 03-33350

**Start-up brings billing to Web**

Vittore, Vince

Telephony v235n6 PP: 20 Aug 10, 1998

ISSN: 0040-2656 JRNL CODE: TPH

WORD COUNT: 413

...TEXT: Boulder, Colo., start-up this week will unveil three software packages that let telcos and **Internet service providers** present **consolidated bills**, accept payment and provide **customer** care over the Internet.

Novazen, founded last year by Vince Jordan and Michael Lynch, also...

18/3,K/17 (Item 8 from file: 15)

DIALOG(R)File 15:ABI/Inform(R)

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01653067 03-04057

**Study: Banks face new rivals, partners in quest to grab bigger slice of payments revenue pie**

Marlin, Steven

Bank Systems & Technology v35n7 PP: 10 Jul 1998

ISSN: 1045-9472 JRNL CODE: BSE

WORD COUNT: 751

...ABSTRACT: account relationships by honing their ability to offer a full range of paper-based and **electronic financial services**. The biggest 3rd- **party service provider** is the US Postal **Service**. In 1997, 650 **billion** payments **totaling** \$22 trillion were made in the US, with more than 90% occurring at the point...

18/3,K/18 (Item 9 from file: 15)

DIALOG(R)File 15:ABI/Inform(R)

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01547515 01-98503

**Widening the 'Net for customer service**

Bresnick, Peggy

Insurance & Technology v22n11 PP: E4-E5 Nov 1997

ISSN: 0892-8533 JRNL CODE: IIN

WORD COUNT: 1609

...TEXT: Dallas), a transaction processing vendor, is offering a link to yet another type of insurance **customer** -the **provider**. The **service** offers **Internet** -based **claims processing** for use by private practices, dentists and outpatient clinics. The service affords health care providers...

**18/3,K/19 (Item 10 from file: 15)**

DIALOG(R)File 15:ABI/Inform(R)

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01323165 99-72561

**Network notes**

Muirhead, Greg

Drug Topics v140n19 PP: 77 Oct 7, 1996

ISSN: 0012-6616 JRNL CODE: RXT

WORD COUNT: 387

...TEXT: use NDC for pharmacy claims processing. In other news, NDC is buying Equifax Health EDI **Services**, a **provider** of **electronic claims processing** for physicians and their third- party payers.

**18/3,K/20 (Item 1 from file: 16)**

DIALOG(R)File 16:Gale Group PROMT(R)

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08297683 Supplier Number: 66800372 (USE FORMAT 7 FOR FULLTEXT)

**(0) E-KONG EXPANDS ZONE1511 CAPABILITIES IN SINGAPORE MARKET.**

AsiaPulse News, p0926

June 5, 2000

Language: English Record Type: Fulltext

Document Type: Newswire; Trade

Word Count: 723

... wide branding.

ZONE1511 is the world's only IDD service portal. Through a single account, **users** can register **on - line** and access multiple **service providers**. ZONE1511 **automatically** chooses the best-priced long distance **service provider** for callers at the time of their call. **Members** get one **consolidated bill** at month's end detailing all the calls made through the service.

Jeffrey B. Fraser...

...in March 2000, is the world's only IDD service portal. Through a single account, **users** can register and access multiple **service providers on - line**. ZONE1511 **automatically** chooses the best-priced long distance **service provider** for callers at the time of their call. **Members** get one **consolidated bill** at month's end detailing all the calls made through the service. Customers can register...

18/3,K/21 (Item 2 from file: 16)

DIALOG(R)File 16:Gale Group PROMT(R)  
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08086752 Supplier Number: 67455037 (USE FORMAT 7 FOR FULLTEXT)

**Chase Selects Digital Insight's Consolidator Product for Consumer  
Electronic Bill Presentment and Payment Platform.**

PR Newswire, pNA

Nov 16, 2000

Language: English Record Type: Fulltext

Document Type: Newswire; Trade

Word Count: 486

... of the nation's leading banks, formed to deliver an open,  
interoperable switch for exchanging **electronic bills** and payments. The  
**Consolidator** was the first 1Consumer Service Provider (CSP)  
technology certified by Spectrum and is already in production at Wells  
Fargo Bank, another...

18/3,K/22 (Item 3 from file: 16)

DIALOG(R)File 16:Gale Group PROMT(R)  
(c) 2003 The Gale Group. All rts. reserv.

08085134 Supplier Number: 66449435 (USE FORMAT 7 FOR FULLTEXT)

**WorldCom plans a spin-off of its own. (Company Operations)**

Pappalardo, Denise

Network World, pNA

Oct 24, 2000

Language: English Record Type: Fulltext

Document Type: Magazine/Journal; General Trade

Word Count: 260

... increase over third-quarter revenue last year.  
Like its competitors, WorldCom reported negative growth in **consumer**  
and wholesale voice **service** revenue, which fell 3% compared to 1999. But  
the **service provider** reported decent data **service** and dedicated  
**Internet service** revenue **totaling** \$2 **billion** and \$640 million  
respectively. WorldCom's data service revenue is 23% higher than  
third-quarter...

18/3,K/23 (Item 4 from file: 16)

DIALOG(R)File 16:Gale Group PROMT(R)  
(c) 2003 The Gale Group. All rts. reserv.

08020642 Supplier Number: 65914440 (USE FORMAT 7 FOR FULLTEXT)

**Local hero. (MobilCom's Gerhard Schmid)**

Institutional Investor International Edition, v25, n9, p26

Sept, 2000

Language: English Record Type: Fulltext

Document Type: Magazine/Journal; Trade

Word Count: 1466

... services, as well as between 8 and 9 percent of the market for  
fixed-line **services**. Freenet, its free **online service provider** ,,  
has 1 million **subscribers**. In 1999 group sales **totalled** Dm2.44 **billion**.  
Group profits fell from Dm128 million in 1998 to Dm123 million last year,  
following a...

**18/3,K/24 (Item 5 from file: 16)**

DIALOG(R)File 16:Gale Group PROMT(R)  
(c) 2003 The Gale Group. All rts. reserv.

08014622 Supplier Number: 66165912 (USE FORMAT 7 FOR FULLTEXT)

**FASTNET Corporation Announces First Quarter 2000 Results.**

PR Newswire, pNA

April 25, 2000

Language: English Record Type: Fulltext

Document Type: Newswire; Trade

Word Count: 1851

... of value added enhanced services to its directly connected customers, and in many cases, any **customer** regardless of their **Internet service provider**. These **services** include the Company's TMS (TM) brand **Total Managed Security**, a **cost** effective **electronic** security solution that FASTNET monitors and manages 24 hours a day, email-based unified messaging...

**18/3,K/25 (Item 6 from file: 16)**

DIALOG(R)File 16:Gale Group PROMT(R)  
(c) 2003 The Gale Group. All rts. reserv.

07975125 Supplier Number: 66580108 (USE FORMAT 7 FOR FULLTEXT)

**TechRx and DCH Health Announce Licensing Agreement.**

PR Newswire, pNA

Nov 1, 2000

Language: English Record Type: Fulltext

Document Type: Newswire; Trade

Word Count: 526

... and processing is performed either centrally, as in the ASP model, or distributed across multiple **network** computers in remote facilities.

Application **service provider** (ASP) technology enables **users** to lower the **total** cost of technology ownership while gaining access to the most recent advancements in software. Small and...

**18/3,K/26 (Item 7 from file: 16)**

DIALOG(R)File 16:Gale Group PROMT(R)  
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07951727 Supplier Number: 66430465 (USE FORMAT 7 FOR FULLTEXT)

**eBillit Meets Demand for Online Payment Alternative to Credit Cards.**

Business Wire, p0415

Oct 30, 2000

Language: English Record Type: Fulltext

Document Type: Newswire; Trade

Word Count: 594

... an eBillit Internet bill arrives monthly in the same familiar envelope, providing assurance to the **consumer** about the security of the **billing** and payment **process**. **Internet service providers** can be confident of payment because the familiar format of the bill ensures a high ...



18/3,K/27 (Item 8 from file: 16)

DIALOG(R)File 16:Gale Group PROMT(R)  
(c) 2003 The Gale Group. All rts. reserv.

07662439 Supplier Number: 63807365 (USE FORMAT 7 FOR FULLTEXT)

**FASTNET Corporation/.**

PR Newswire, pNA

August 1, 2000

Language: English Record Type: Fulltext

Document Type: Newswire; Trade

Word Count: 1880

... of value added enhanced services to its directly connected customers, and in many cases, any **customer** regardless of their **Internet service provider**. These **services** include the Company's TMS(TM) brand **Total** Managed Security, a **cost** effective **electronic** security solution that FASTNET monitors and manages 24 hours a day, email-based unified messaging...

18/3,K/28 (Item 9 from file: 16)

DIALOG(R)File 16:Gale Group PROMT(R)  
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07638785 Supplier Number: 63680207 (USE FORMAT 7 FOR FULLTEXT)

**FASTNET Corporation Announces Second Quarter 2000 Results.**

PR Newswire, pNA

July 26, 2000

Language: English Record Type: Fulltext

Document Type: Newswire; Trade

Word Count: 1818

... of value added enhanced services to its directly connected customers, and in many cases, any **customer** regardless of their **Internet service provider**. These **services** include the Company's TMS(TM) brand **Total** Managed Security, a **cost** effective **electronic** security solution that FASTNET monitors and manages 24 hours a day, email-based unified messaging...

18/3,K/29 (Item 10 from file: 16)

DIALOG(R)File 16:Gale Group PROMT(R)  
(c) 2003 The Gale Group. All rts. reserv.

07558931 Supplier Number: 63022568 (USE FORMAT 7 FOR FULLTEXT)

**Operations; Billing in the e-age. (Technology Information)**

Schultz, Randy

Telephony, pNA

June 26, 2000

Language: English Record Type: Fulltext

Document Type: Magazine/Journal; Trade

Word Count: 1203

... per month and can be as high as hundreds of dollars per month for corporate **customers**.

In contrast, some industry watchers estimate that producing and **processing electronic bills costs** 40cents, which means that **service providers** must deploy an effective EBPP solution to stay competitive. Otherwise, they will spend capital on...

...validate payment with an electronic audit trail.

Choose wisely

There are two different EBPP models: **biller** direct and **consolidator** (Figure 2).

The **biller** direct model places **electronic** billing capabilities on a **service provider**'s **Web** site and lets **customers** access billing information and pay bills directly from the site. This model strengthens service providers...

**18/3,K/30 (Item 11 from file: 16)**

DIALOG(R)File 16:Gale Group PROMT(R)

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07516841 Supplier Number: 62878846 (USE FORMAT 7 FOR FULLTEXT)

**New Products.**

Broadband Networking News, v10, pNA

June 20, 2000

Language: English Record Type: Fulltext

Document Type: Newsletter; Trade

Word Count: 710

... truck rolls, the product is useful for service providers as well as telecommuters and smalloffice **users**. Additionally, the 411 allows **service providers** to customize the installation software to further **automate** the installation **process**. **Cost**: The 411 has a retail price of \$249. Natalie Banovitz, Xpeed, 408/383-3871.

Accelerated...

**18/3,K/31 (Item 12 from file: 16)**

DIALOG(R)File 16:Gale Group PROMT(R)

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07480260 Supplier Number: 62831960 (USE FORMAT 7 FOR FULLTEXT)

**FASTNET Becomes an Akamai Accelerated Network to Enhance Delivery of Web**

**Content to Subscribers.**

PR Newswire, pNA

June 20, 2000

Language: English Record Type: Fulltext

Document Type: Newswire; Trade

Word Count: 1022

... of value added enhanced services to its directly connected customers, and in many cases, any **customer** regardless of their **Internet Service Provider**. These **services** include the Company's TMS(TM) brand **Total Managed Security**, a **cost** effective **electronic** security solution that FASTNET monitors and manages 24 hours a day, email-based unified messaging...

**18/3,K/32 (Item 13 from file: 16)**

DIALOG(R)File 16:Gale Group PROMT(R)

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07424165 Supplier Number: 62500144 (USE FORMAT 7 FOR FULLTEXT)

**e-KONG EXPANDS ZPME 1511 CAPABILITIES IN SINGAPORE MARKET.**

AsiaPulse News, p0927

June 5, 2000

Language: English Record Type: Fulltext

Document Type: Newswire; Trade  
Word Count: 681

... wide branding.

ZONE1511 is the world's only IDD service portal. Through a single account, **users** can register **on - line** and access multiple **service** providers. ZONE1511 **automatically** chooses the best-priced long distance **service provider** for callers at the time of their call. **Members** get one **consolidated bill** at month's end detailing all the calls made through the service.

Jeffrey B. Fraser...

...in March 2000, is the world's only IDD service portal. Through a single account, **users** can register and access multiple **service** providers **on - line**. ZONE1511 **automatically** chooses the best-priced long distance **service provider** for callers at the time of their call. **Members** get one **consolidated bill** at month's end detailing all the calls made through the service. Customers can register...

**18/3,K/33 (Item 14 from file: 16)**

DIALOG(R)File 16:Gale Group PROMT(R)  
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07384200 Supplier Number: 61454058 (USE FORMAT 7 FOR FULLTEXT)  
**Mergers and Acquisitions: The Year in Review. (health care industry)**

Goedert, Joseph

Health Data Management, v8, n1, p54

Jan, 2000

Language: English Record Type: Fulltext

Document Type: Magazine/Journal; Trade

Word Count: 3653

... electronic commerce strategy with the acquisition of Abaton.com Inc., a Bloomington, Minn.-based application **services provider**. It also licensed **Internet** -based transactions **processing** software from **Claimsnet .com Inc.**, Dallas.

**Customer** confidence

Success or failure in marketing Abaton.com's services to McKesson HBOC customers will...

**18/3,K/34 (Item 15 from file: 16)**

DIALOG(R)File 16:Gale Group PROMT(R)  
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07307084 Supplier Number: 61925086 (USE FORMAT 7 FOR FULLTEXT)

**Dotcom Energy CEOs to Speak at XENERGY Executive Forum May 17.**

PR Newswire, p5439

May 8, 2000

Language: English Record Type: Fulltext

Document Type: Newswire; Trade

Word Count: 290

... competitive energy markets and the impact of the Internet.

These start-ups are using the **Internet** to revolutionize how **customers** select **service providers**, consider clean energy, **consolidate bills** and compare energy offers. Their efforts are getting a lot of attention and investors clearly...

18/3,K/35 (Item 16 from file: 16)  
DIALOG(R)File 16:Gale Group PROMT(R)  
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07287809 Supplier Number: 61818531 (USE FORMAT 7 FOR FULLTEXT)  
**Emperative Introduces ProvEn: New Software Bridges the Three-Way Gap  
Between Customer Care, Applications and the Network for Broadband Service  
Providers.**  
Business Wire, pl313  
May 1, 2000  
Language: English Record Type: Fulltext  
Document Type: Newswire; Trade  
Word Count: 1280

... today introduced ProvEn, a sophisticated provisioning engine designed to bridge the three-way gap between **customer** management systems, advanced applications and network devices for broadband **service providers**. ProvEn enables rapid **subscriber** enrollment through real-time and fully **automated** provisioning **processes**, reduced operating **cost** through significantly decreased provisioning errors and order rework, and quick rollout of new, value-added...

18/3,K/36 (Item 17 from file: 16)  
DIALOG(R)File 16:Gale Group PROMT(R)  
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07266409 Supplier Number: 61717751 (USE FORMAT 7 FOR FULLTEXT)  
**FASTNET Opens Customer Network Facilities in Five New Markets.**  
PR Newswire, p8142  
April 4, 2000  
Language: English Record Type: Fulltext  
Document Type: Newswire; Trade  
Word Count: 722

... of value added enhanced services to its directly connected customers, and in many cases, any **customer** regardless of their **Internet service provider**. These **services** include the Company's TMS(TM) brand Total Managed Security, a **cost** effective **electronic** security solution that FASTNET monitors and manages 24 hours a day, email-based unified messaging...

18/3,K/37 (Item 18 from file: 16)  
DIALOG(R)File 16:Gale Group PROMT(R)  
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07265181 Supplier Number: 61712392 (USE FORMAT 7 FOR FULLTEXT)  
**Financial Fusion Empowers Financial Institutions With a Single Source EBPP Solution.**  
PR Newswire, pNA  
April 3, 2000  
Language: English Record Type: Fulltext  
Document Type: Newswire; Trade  
Word Count: 1107

... aggregates all bills, including internal statement billing to the bank's site, which significantly lowers **bill** delivery **costs**. **Total Web Bill** Presentment includes all of the features associated with both

the Bill **Service Provider** (BSP) and the **Consumer Service Provider** (CSP) from delivery of "on us" bills, aggregation of external bills, including bills...

**18/3,K/38 (Item 19 from file: 16)**  
DIALOG(R)File 16:Gale Group PROMT(R)  
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07178316 Supplier Number: 61374270 (USE FORMAT 7 FOR FULLTEXT)  
**Texas Healthcare Provider Contracts with ETC; East Texas Firm to Use ETC's High Tech Services.**  
Business Wire, p0261  
April 7, 2000  
Language: English Record Type: Fulltext  
Document Type: Newswire; Trade  
Word Count: 375

... process functions to ETC allows Access Direct to focus resources on issues that will enhance **provider service** and **customer service**."

ETC is a process technology company specializing in **totally electronic** medical **claims** processing and data transmission services. The six-year-old firm's unique paperless claims processing...

**18/3,K/39 (Item 20 from file: 16)**  
DIALOG(R)File 16:Gale Group PROMT(R)  
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07162177 Supplier Number: 60476317 (USE FORMAT 7 FOR FULLTEXT)  
**Next-Generation Platform.(Brief Article)(Product Announcement)**  
Wireless Review, v17, n5, p57  
March 1, 2000  
Language: English Record Type: Fulltext  
Article Type: Brief Article; Product Announcement  
Document Type: Magazine/Journal; Trade  
Word Count: 60

(USE FORMAT 7 FOR FULLTEXT)  
TEXT:  
...the company's core suite of integrated service-management and delivery products. The release enables **service providers** to **automate** critical **processes**, reduce operational **costs** and retain **customers**. The prepackaged services are designed to improve time to market with end-to-end process...

**18/3,K/40 (Item 21 from file: 16)**  
DIALOG(R)File 16:Gale Group PROMT(R)  
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06983936 Supplier Number: 59084926 (USE FORMAT 7 FOR FULLTEXT)  
**Eftia Enhances Customer-centric Approach with Latest OSS Product Release.**  
PR Newswire, p7945  
Jan 31, 2000  
Language: English Record Type: Fulltext  
Document Type: Newswire; Trade  
Word Count: 433

... company's core suite of integrated service management and delivery

products. Master.Scribe enables telecom **service providers** to automate critical **processes** , reduce operational **costs** , improve time to market, and win and retain **customers** .

The upgrade builds on the three-tier architecture implemented by Eftia and provides a robust...

**18/3,K/41 (Item 22 from file: 16)**

DIALOG(R)File 16:Gale Group PROMT(R)  
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06911701 Supplier Number: 58460781 (USE FORMAT 7 FOR FULLTEXT)

**New Jersey Residents to Benefit from Deregulation; Essential.com to Deliver Convenience and Savings Through New Online Energy and Communications Superstore.**

Business Wire, p1432

Jan 6, 2000

Language: English Record Type: Fulltext

Document Type: Newswire; Trade

Word Count: 387

... Essential.com's unique offering delivers savings and simplifies the selection and management of Essential **Services** for modern, **Web** -enabled **consumers** . **Customers** can compare **providers** , **services** , and pricing plans, and make informed decisions. A single convenient, **consolidated bill** , which can be reviewed and paid on-line, offers usage analysis in a variety of...

**18/3,K/42 (Item 23 from file: 16)**

DIALOG(R)File 16:Gale Group PROMT(R)  
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06911663 Supplier Number: 58460735 (USE FORMAT 7 FOR FULLTEXT)

**Nevada Residents to Benefit from Deregulation; Essential.com to Deliver Convenience and Savings Through New Online Energy and Communications Superstore.**

Business Wire, p1396

Jan 6, 2000

Language: English Record Type: Fulltext

Document Type: Newswire; Trade

Word Count: 397

... Essential.com's unique offering delivers savings and simplifies the selection and management of Essential **Services** for modern, **Web** -enabled **consumers** . **Customers** can compare **providers** , **services** , and pricing plans, and make informed decisions. A single convenient, **consolidated bill** , which can be reviewed and paid on-line, offers usage analysis in a variety of...

**18/3,K/43 (Item 24 from file: 16)**

DIALOG(R)File 16:Gale Group PROMT(R)  
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06911662 Supplier Number: 58460734 (USE FORMAT 7 FOR FULLTEXT)

**California Residents to Benefit from Deregulation; Essential.com to Deliver Convenience and Savings Through New Online Energy and Communications Superstore.**

Business Wire, p1395

Jan 6, 2000  
Language: English Record Type: Fulltext  
Document Type: Newswire; Trade  
Word Count: 401

... Essential.com's unique offering delivers savings and simplifies the selection and management of Essential **Services** for modern, **Web** -enabled **consumers** . **Customers** can compare **providers** , **services** , and pricing plans, and make informed decisions. A single convenient, **consolidated bill** , which can be reviewed and paid on-line, offers usage analysis in a variety of...

**18/3,K/44 (Item 25 from file: 16)**  
DIALOG(R)File 16:Gale Group PROMT(R)  
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06911323 Supplier Number: 58458352 (USE FORMAT 7 FOR FULLTEXT)  
**Pennsylvania Residents to Benefit from Deregulation; Essential.com to Deliver Convenience and Savings Through New Online Energy and Communications Superstore.**

Business Wire, p1309  
Jan 6, 2000  
Language: English Record Type: Fulltext  
Document Type: Newswire; Trade  
Word Count: 403

... Essential.com's unique offering delivers savings and simplifies the selection and management of Essential **Services** for modern, **Web** -enabled **consumers** . **Customers** can compare **providers** , **services** , and pricing plans, and make informed decisions. A single convenient, **consolidated bill** , which can be reviewed and paid on-line, offers usage analysis in a variety of...

**18/3,K/45 (Item 26 from file: 16)**  
DIALOG(R)File 16:Gale Group PROMT(R)  
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06911321 Supplier Number: 58458350 (USE FORMAT 7 FOR FULLTEXT)  
**New York Residents to Benefit from Deregulation; Essential.com to Deliver Convenience and Savings Through New Online Energy and Communications Superstore.**

Business Wire, p1308  
Jan 6, 2000  
Language: English Record Type: Fulltext  
Document Type: Newswire; Trade  
Word Count: 387

... Essential.com's unique offering delivers savings and simplifies the selection and management of Essential **Services** for modern, **Web** -enabled **consumers** . **Customers** can compare **providers** , **services** , and pricing plans, and make informed decisions. A single convenient, **consolidated bill** , which can be reviewed and paid on-line, offers usage analysis in a variety of...

**18/3,K/46 (Item 27 from file: 16)**  
DIALOG(R)File 16:Gale Group PROMT(R)  
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06911222      Supplier Number: 58455961    (USE FORMAT 7 FOR FULLTEXT)  
**Essential.com Heats Up On-Line Energy Market with National Expansion;  
Deregulation Creates Market Leader in 'Essential Services' Category.**  
Business Wire, p1221  
Jan 6, 2000  
Language: English      Record Type: Fulltext  
Document Type: Newswire; Trade  
Word Count:    671

...      Essential.com's unique offering delivers savings and simplifies the selection and management of Essential **Services** for modern, **Web** -enabled **consumers** . **Customers** can compare **providers** , **services** , and pricing plans, and make informed decisions. A single convenient, **consolidated bill** , which can be reviewed and paid on-line, offers usage analysis in a variety of...

**18/3,K/47      (Item 28 from file: 16)**  
DIALOG(R)File 16:Gale Group PROMT(R)  
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06777803      Supplier Number: 57151583    (USE FORMAT 7 FOR FULLTEXT)  
**CareLinc Corporation to Launch Internet-Based Application Services for  
Clinical Information Management Solution.**  
Business Wire, p0037  
Nov 3, 1999  
Language: English      Record Type: Fulltext  
Document Type: Newswire; Trade  
Word Count:    570

...      to work within one environment for all clinical documentation, patient registration, resource & physician scheduling, and **billing processes** . The **Internet** -based ASP (Applications **Services Provider** ) Delivery Model allows the **user** to benefit from these applications through an interactive Internet-based subscription service.  
"The ability to...

**18/3,K/48      (Item 29 from file: 16)**  
DIALOG(R)File 16:Gale Group PROMT(R)  
(c) 2003 The Gale Group. All rts. reserv.

06662199      Supplier Number: 55863009    (USE FORMAT 7 FOR FULLTEXT)  
**YourAccounts.Com(SM) and CheckFree Alliance Yields Two New Customers.**  
PR Newswire, p3318  
Sept 27, 1999  
Language: English      Record Type: Fulltext  
Document Type: Newswire; Trade  
Word Count:    644

...      CheckFree. For its part, CheckFree manages the consolidation and distribution of multiple bills to a **consumer** 's selected **Web** sites and **processes electronic bill** payments.

Through CheckFree's growing network of financial **services providers** offering fully integrated EBP, **consumers** can choose from a variety of Web sites to receive and pay their bills. CheckFree...

**18/3,K/49      (Item 30 from file: 16)**



DIALOG(R)File 16:Gale Group PROMT(R)  
(c) 2003 The Gale Group. All rts. reserv.

06498496 Supplier Number: 55198079 (USE FORMAT 7 FOR FULLTEXT)  
**Visual Networks to Bring Service Level Management Capabilities to New  
Sprint Frame Relay Service.**

Business Wire, p1838  
July 20, 1999  
Language: English Record Type: Fulltext  
Document Type: Newswire; Trade  
Word Count: 928

... level management functionality on an end-to-end basis. The highly scalable system allows the **service provider** and **customer** to manage the **network** collaboratively reducing the **total cost** of ownership for both. This collaboration is changing the relationship between **service provider** and **customer** as both **parties** have the exact same information when resolving network problems."

Visual UpTime management information and specific...

**18/3,K/50 (Item 31 from file: 16)**

DIALOG(R)File 16:Gale Group PROMT(R)  
(c) 2003 The Gale Group. All rts. reserv.

06138913 Supplier Number: 53900246 (USE FORMAT 7 FOR FULLTEXT)  
**Ericsson Enables e-services for the Smart Home.**

Business Wire, p1300  
Feb 18, 1999  
Language: English Record Type: Fulltext  
Document Type: Newswire; Trade  
Word Count: 575

... on Ericsson's proven technology and expertise in building telecom networks scaling to millions of **subscribers**. The e-manager makes e-**services networks** robust, expandable and **cost** -efficient increasing **total service** scalability, availability and efficiency.

The e-tools development environment allows **service providers**, 3rd **party** application programmers and appliances vendors to rapidly develop services and products for the e-services...

**18/3,K/51 (Item 32 from file: 16)**

DIALOG(R)File 16:Gale Group PROMT(R)  
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06124005 Supplier Number: 53852195 (USE FORMAT 7 FOR FULLTEXT)  
**Peace Software Announces \$10 Million Equity Financing; Appoints New Board Members.**

Business Wire, p1056  
Feb 11, 1999  
Language: English Record Type: Fulltext  
Document Type: Newswire; Trade  
Word Count: 954

... TM) product is a comprehensive customer management and billing system designed and customized for energy **service provider clients**. Energy includes all functions needed for energy **service providers** (ESPs) to deliver total **customer** care, including **Internet customer service**, **ESP consolidated billing** or commodity-only billing,

enrollment, and settlements.

It is unique in providing a browser user...

**18/3,K/52 (Item 33 from file: 16)**  
DIALOG(R)File 16:Gale Group PROMT(R)  
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06117094 Supplier Number: 53722085 (USE FORMAT 7 FOR FULLTEXT)  
**ALLTEL Enters Birmingham/Tuscaloosa and Mobile/Pensacola Areas Offers PCS,  
Other Communications Services on One Bill.**  
PR Newswire, p0305  
Feb 8, 1999  
Language: English Record Type: Fulltext  
Document Type: Newswire; Trade  
Word Count: 663

... industry term meaning potential customers.

"ALLTEL is the first company in these areas to offer **customers** a single **provider** for PCS, long-distance, paging and **Internet services** -- all on one **consolidated**, easy-to-understand **bill**," Beebe said. "**Customers** may tailor their communications package to meet their specific needs. ALLTEL truly provides the convenience..."

**18/3,K/53 (Item 34 from file: 16)**  
DIALOG(R)File 16:Gale Group PROMT(R)  
(c) 2003 The Gale Group. All rts. reserv.

06067939 Supplier Number: 53532935 (USE FORMAT 7 FOR FULLTEXT)  
**OA HealthCare Solutions' MC400 Information System Selected by NJ Car Group Insurance Trust Fund.**  
PR Newswire, p0406  
Jan 7, 1999  
Language: English Record Type: Fulltext  
Document Type: Newswire; Trade  
Word Count: 555

... that provide healthcare organizations with all required processes and systems, including Eligibility and Enrollment, Provider **Network** connectivity, **Claims Processing**, **Member Services**, HEDIS Reporting, **Provider** Contracting and Capitation. Additionally, it meets all state and federal government reporting requirements.

James Appleton...

**18/3,K/54 (Item 35 from file: 16)**  
DIALOG(R)File 16:Gale Group PROMT(R)  
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05981104 Supplier Number: 53330241 (USE FORMAT 7 FOR FULLTEXT)  
**Oracle Announces Oracle Internet Bill & Pay 1.0, a Robust and Comprehensive Electronic Bill Presentment & Payment Solution.**  
PR Newswire, p2800  
Dec 2, 1998  
Language: English Record Type: Fulltext  
Document Type: Newswire; Trade  
Word Count: 778

... companies who bill their customers for goods or services to present

bills and receive payments **online** . It will also allow banks, **service providers** and portals to **consolidate bills** from multiple **billers** and act as a single **online** access point for **consumers** . Oracle Internet Bill & Pay will significantly reduce the costs of traditional paper-based billing operations...

18/3,K/55 (Item 36 from file: 16)

DIALOG(R)File 16:Gale Group PROMT(R)  
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05977145 Supplier Number: 53279580 (USE FORMAT 7 FOR FULLTEXT)  
**Electronic Billing: Postage Due -- InformationWeek Labs And Doculabs Take A Critical, Hands-On Look At Today's E-Billing Technology And Outsourcing Solutions-And Find A Few Real Solutions Among The Vaporware. (@Work Technologies' WorkOut Server, BlueGill Technologies' 1to1Server, ) (CheckFree, CyberCash, Edocs' BillDirect, International Billing Services, ) (NetDelivery's Electronic Delivery Management) (Software Review) (Evaluation)**

Desai, Gautam; Bromberek, Jason; Patel, Jeetu  
InformationWeek, p73(1)

Nov 30, 1998

Language: English Record Type: Fulltext

Article Type: Evaluation

Document Type: Magazine/Journal; Tabloid; General Trade

Word Count: 4253

... joint partnership between Microsoft, First Data Corp., and Citibank. TransPoint competes with CheckFree as a **provider of biller consolidation services** for **electronic bill** payment and presentment.

TransPoint **consolidates bills** from multiple **billers** at a central site, enabling **consumers** to pay all of their bills at one site. TransPoint hosts all billing data at...

18/3,K/56 (Item 37 from file: 16)

DIALOG(R)File 16:Gale Group PROMT(R)  
(c) 2003 The Gale Group. All rts. reserv.

05908561 Supplier Number: 53128439 (USE FORMAT 7 FOR FULLTEXT)  
**Vanstar Delivers Comprehensive Life Cycle Management Services to Hunt-Wesson.**

Business Wire, p1004

Oct 27, 1998

Language: English Record Type: Fulltext

Document Type: Newswire; Trade

Word Count: 551

Three-Year Program Designed to Increase Level of **Customer Service** and Support, Reduce **Total Cost** of Ownership  
Vanstar Corporation (NYSE:VST), a leading **provider** of PC **network** consulting and integration services, today announced details of a three-year life cycle management program...

18/3,K/57 (Item 38 from file: 16)

DIALOG(R)File 16:Gale Group PROMT(R)  
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05894617 Supplier Number: 53094111 (USE FORMAT 7 FOR FULLTEXT)

**MERGERS/ACQUISITIONS/ALLIANCES.**

Software Industry Report, p3(1)  
Oct 19, 1998  
Language: English Record Type: Fulltext  
Document Type: Newsletter; Trade  
Word Count: 763

... a privately-held company headquartered in Glendale, Calif., which sells billing and registration systems to **Internet Service Providers** (ISPs). Its flagship products are **TotalBill** and **InstantReg. Billing Concepts** is one of the largest third-party providers of billing clearinghouse and information **services** to the telecom industry. n

**18/3,K/58 (Item 39 from file: 16)**  
DIALOG(R)File 16:Gale Group PROMT(R)  
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05853927 Supplier Number: 50371109  
**KVI wins pact, will add jobs.**  
Hicks, Lynn  
Des Moines Register (IA), pS8  
Oct 27, 1998  
Language: English Record Type: Abstract  
Article Type: Article  
Document Type: Newspaper; Trade

ABSTRACT:  
...for employees in the Twin Cities. Under the deal, KVI will handle such services as **claims processing , member services , provider network** management, enrollment and eligibility tracking. KVI will add more than 130 new employees to handle...

**18/3,K/59 (Item 40 from file: 16)**  
DIALOG(R)File 16:Gale Group PROMT(R)  
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05783016 Supplier Number: 50272272 (USE FORMAT 7 FOR FULLTEXT)  
**WatchGuard Unveils Firebox II 08/31/98**  
Newsbytes, pN/A  
August 31, 1998  
Language: English Record Type: Fulltext  
Article Type: Article  
Document Type: Newswire; General Trade  
Word Count: 388

... deliver security software and policy updates over the Internet to remote security appliances decreases the **total cost** of ownership (TCO)," he explained, adding that, for third **party service providers** , such as **Internet** service providers (ISPs), "the ability to simultaneously update thousands of subscriber systems from one remote...

**18/3,K/60 (Item 41 from file: 16)**  
DIALOG(R)File 16:Gale Group PROMT(R)  
(c) 2003 The Gale Group. All rts. reserv.

05635779 Supplier Number: 50067746 (USE FORMAT 7 FOR FULLTEXT)  
**Microsoft Announces Active OSS Framework**

PR Newswire, p609SFTU028  
June 9, 1998  
Language: English Record Type: Fulltext  
Article Type: Article  
Document Type: Newswire; Trade  
Word Count: 1756

... OSS applications developed by Tandem, a Compaq Computer Corp. company, for Windows NT Server enables **service providers** to simultaneously **process** all advanced **billing**, **network** management and **customer** -care functions for multiple communications networks -- such as wireless, wire line, local service, long distance...

**18/3,K/61 (Item 42 from file: 16)**  
DIALOG(R)File 16:Gale Group PROMT(R)  
(c) 2003 The Gale Group. All rts. reserv.

05608998 Supplier Number: 48486902 (USE FORMAT 7 FOR FULLTEXT)  
**Vanstar Delivers Comprehensive Life Cycle Management Services to Hoechst Marion Roussel, Inc.**  
Business Wire, p05181284  
May 18, 1998  
Language: English Record Type: Fulltext  
Document Type: Newswire; Trade  
Word Count: 501

Five-Year Program Designed to Increase Level of **Customer Service** and Support, Reduce **Total Cost** of Ownership  
Vanstar Corporation (NYSE: VST), a leading **provider** of PC **network** consulting and integration services, today announced details of a five-year Life Cycle Management Program...

**18/3,K/62 (Item 43 from file: 16)**  
DIALOG(R)File 16:Gale Group PROMT(R)  
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05608732 Supplier Number: 48486636 (USE FORMAT 7 FOR FULLTEXT)  
**Just In Time Solutions Introduces BillCast Family of Products for Open Internet Billing.**  
Business Wire, p05181168  
May 18, 1998  
Language: English Record Type: Fulltext  
Document Type: Newswire; Trade  
Word Count: 1208

... to their customers where they choose to receive them, and still retain control of the **customer** interaction."

" **Consumers**, businesses and **service providers** have been anxiously anticipating the advent of **consolidated on - line billing**," said Boyd Peterson, Director of **Consumer** Communications Research at the Yankee Group. "Just In Time Solutions, with its advocacy of Open...

**18/3,K/63 (Item 44 from file: 16)**  
DIALOG(R)File 16:Gale Group PROMT(R)  
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05545550 Supplier Number: 48406071 (USE FORMAT 7 FOR FULLTEXT)

**Microsoft backs Tandem's CEA**

Naval, Michelle

Computing Canada, p30

April 6, 1998

Language: English Record Type: Fulltext

Document Type: Magazine/Journal; Trade

Word Count: 248

... platform. We're both excited . . . and interested to show this architecture."

Tandem's CEA allows **service providers** to simultaneously **process** all advanced **billing** , **network** management and **customer** care functions for multiple communications networks -- such as wireless, wireline, local service, long distance, Internet...

**18/3,K/64 (Item 45 from file: 16)**

DIALOG(R)File 16:Gale Group PROMT(R)

(c) 2003 The Gale Group. All rts. reserv.

05482915 Supplier Number: 48308164 (USE FORMAT 7 FOR FULLTEXT)

**Microsoft Backs Tandem's Convergence Enterprise Architecture For Telecommunications Market.**

Business Wire, p2231355

Feb 23, 1998

Language: English Record Type: Fulltext

Document Type: Newswire; Trade

Word Count: 743

... scalability, and resilience of the architecture in business-critical telecommunications applications."

Tandem's CEA allows **service providers** to simultaneously **process** all advanced **billing** , **network** management, and **customer** care functions for multiple communications networks, such as wireless, wireline, local service, long distance, Internet...

**18/3,K/65 (Item 46 from file: 16)**

DIALOG(R)File 16:Gale Group PROMT(R)

(c) 2003 The Gale Group. All rts. reserv.

05078069 Supplier Number: 47454445 (USE FORMAT 7 FOR FULLTEXT)

**Network Management: Cisco announces integrated high-density dial access system new system delivers high-density, multiprocess architecture and centralized network management**

EDGE: Work-Group Computing Report, pN/A

June 9, 1997

Language: English Record Type: Fulltext

Document Type: Newsletter; Trade

Word Count: 896

... with sophisticated centralized network management software for simple and rapid worldwide deployment of differentiated dial **services** .

The Cisco AccessPath system is ideally suited for **service provider** Point of Presence (POP) and large enterprise **customer** environments, where **total cost** , solution integration and **network** management are critical decision criteria. The AccessPath flexible dial architecture is cost effective, highly scalable...

18/3,K/66 (Item 47 from file: 16)  
DIALOG(R)File 16:Gale Group PROMT(R)  
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04943033 Supplier Number: 47265097 (USE FORMAT 7 FOR FULLTEXT)  
**SYSTEMS INTEGRATION REPORT: U.S. ROBOTICS AWARDS CONTRACT TO MANUFACTURERS' SERVICES**

Manufacturing Automation, v6, n7, pN/A  
April 1, 1997  
Language: English Record Type: Fulltext  
Document Type: Magazine/Journal; Trade  
Word Count: 630

... sell its products to a variety of customers, including large and small corporations, telephone carriers, **network** and **Internet service providers**, and **consumers**.

The worldwide contract manufacturing market is forecast to **total \$60 billion** in 1996 and \$90 billion in 1998, representing a 22.5% average annual growth rate...

18/3,K/67 (Item 48 from file: 16)  
DIALOG(R)File 16:Gale Group PROMT(R)  
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04877648 Supplier Number: 47175281 (USE FORMAT 7 FOR FULLTEXT)  
**U.S. Robotics Teams With Prodigy for Network Expansion and x2 Internet Access for Prodigy's Online Services.**

Business Wire, p3031050  
March 3, 1997  
Language: English Record Type: Fulltext  
Document Type: Newswire; Trade  
Word Count: 727

... Robotics products connect computers and other equipment over analog, digital and switched cellular networks, enabling **users** to gas **customers** include **Internet** service providers8 billion . -0-

Please refer **Total** Controlke Darcy, 914/448-8846

KEYWORD: FN ILLINOIS NEW YORK MASSACHUSETTS INDUSTRY KEYWORD: COMPUTERS/ELECTRONICS...

18/3,K/68 (Item 49 from file: 16)  
DIALOG(R)File 16:Gale Group PROMT(R)  
(c) 2003 The Gale Group. All rts. reserv.

04180479 Supplier Number: 46107674 (USE FORMAT 7 FOR FULLTEXT)  
**FEDERAL JUDGE RULES IN FAVOR OF UNITED CONCORDIA; UCCI ADMINISTERS FAMILY MEMBER DENTAL PLAN, FEBRUARY 1**

PR Newswire, p0131PHW017  
Jan 31, 1996  
Language: English Record Type: Fulltext  
Document Type: Newswire; Trade  
Word Count: 566

... Family Member Dental Plan will incorporate UCCI's innovative dental management efficiencies, including an extensive **customer service** department, **provider** and beneficiary communications and state-of-the-art **claims processing** administration including **electronic** claims submission. Under the program, family **members** of uniformed services

personnel and the government share the cost of monthly premiums paid to...

**18/3,K/69 (Item 1 from file: 148)**

DIALOG(R)File 148:Gale Group Trade & Industry DB  
(c)2003 The Gale Group. All rts. reserv.

12362612 SUPPLIER NUMBER: 62736607 (USE FORMAT 7 OR 9 FOR FULL TEXT)

**NexCen Unveils EnvoyWeb For Online Customer Care.**

Call Center Solutions, 18, 11, 26

May, 2000

ISSN: 1521-0774 LANGUAGE: English RECORD TYPE: Fulltext

WORD COUNT: 174 LINE COUNT: 00018

TEXT:

...solution is intended to enhance customer service by allowing service providers to interact with their **customers** on the **Web**. EnvoyWeb integrates with a **service provider**'s **Web** site: browser-based, it enables single screen **consolidation** of **customer billing** orders and **repair** status. EnvoyWeb includes a centralized **customer** database with a decision support engine that receives customer requests over the Internet and intelligently...

**18/3,K/70 (Item 2 from file: 148)**

DIALOG(R)File 148:Gale Group Trade & Industry DB  
(c)2003 The Gale Group. All rts. reserv.

12338158 SUPPLIER NUMBER: 63176180 (USE FORMAT 7 OR 9 FOR FULL TEXT)

**Biz-To-Biz Buzz 0.(News Briefs)(Industry Trend or Event)**

Newsbytes, NWSB00188004

July 5, 2000

LANGUAGE: English RECORD TYPE: Fulltext

WORD COUNT: 787 LINE COUNT: 00073

... introduced a set of Web-based return management offerings that the company says lowers the **cost** of **processing** returns of both **online** and offline purchases. Designed for enterprises, e-commerce **service providers** and fulfillment houses in the B2B and business-to- **consumer** (B2C) marketplaces, the company claims that the products "minimize or eliminate manual handling of returns...

**18/3,K/71 (Item 3 from file: 148)**

DIALOG(R)File 148:Gale Group Trade & Industry DB  
(c)2003 The Gale Group. All rts. reserv.

12005911 SUPPLIER NUMBER: 61523499 (USE FORMAT 7 OR 9 FOR FULL TEXT)

**Spotlight on Show Products.(Healthcare Information and Management Systems Society conference, National Managed Health Care Congress show)(Industry Trend or Event)**

Health Management Technology, 21, 4, 52

April, 2000

ISSN: 1074-4770 LANGUAGE: English RECORD TYPE: Fulltext; Abstract

WORD COUNT: 2275 LINE COUNT: 00205

... Booth No. 1304. www.getesuite.com

For more information, circle 209

OASYS is an application **service provider** that offers its **customers Internet claim processing**, 24-hour access to health



information, and an integrated healthcare administration system that includes imaging...

**18/3,K/72 (Item 4 from file: 148)**

DIALOG(R)File 148:Gale Group Trade & Industry DB  
(c)2003 The Gale Group. All rts. reserv.

06456981 SUPPLIER NUMBER: 13730880 (USE FORMAT 7 OR 9 FOR FULL TEXT)

**Motorola system to link diverse communications. (Motorola Paging and Wireless Data Group to demonstrate Mobile Networks Integration technology) (Brief Article)**

Welch, Nathalie

MacWEEK, v7, n19, p20(1)

May 10, 1993

DOCUMENT TYPE: Brief Article ISSN: 0892-8118 LANGUAGE: ENGLISH

RECORD TYPE: FULLTEXT

WORD COUNT: 312 LINE COUNT: 00025

... user has, desired primary carriers and call redirection, will reside in distributed databases on carrier **networks** . **Users** could also receive a **consolidated bill** regardless of how many **service providers** they use. Motorola hopes to beta test the service in the fourth quarter.

Motorola, which...

**18/3,K/73 (Item 5 from file: 148)**

DIALOG(R)File 148:Gale Group Trade & Industry DB  
(c)2003 The Gale Group. All rts. reserv.

04081501 SUPPLIER NUMBER: 07852199 (USE FORMAT 7 OR 9 FOR FULL TEXT)

**RHCs and information services: gateways to opportunity? (regional Bell holding companies; includes related article)**

Khait, Barbara D.; Elston, Andrew S.

Online, v13, n5, p27(9)

Sept, 1989

CODEN: ONLID ISSN: 0146-5422 LANGUAGE: ENGLISH RECORD TYPE:

FULLTEXT

WORD COUNT: 4602 LINE COUNT: 00373

... services from which an enduser may make selections

\* establish and manage connections with selected information **services** to facilitate information transfer between information **services** and end- **users**

\* provide **consolidated billing services** on behalf of **online service providers** .

The ruling also stated that RBOCs may engage in five gateway functions:

(1) data transmission...

**18/3,K/74 (Item 1 from file: 275)**

DIALOG(R)File 275:Gale Group Computer DB(TM)  
(c) 2003 The Gale Group. All rts. reserv.

02293458 SUPPLIER NUMBER: 54542188 (USE FORMAT 7 OR 9 FOR FULL TEXT)

**E-Business Success with Oracle. (Product Information)**

Sullivan, Dan; Hassall, J.C.

e-Business Advisor, 17, 5, 30(1)

May, 1999

LANGUAGE: English      RECORD TYPE: Fulltext; Abstract  
WORD COUNT: 2958      LINE COUNT: 00260

... built upon the Payment Server, and lets businesses present payment information and supporting documentation to **customers** for payment, and receive payments **online** . It also lets financial institutions, **service providers** , and portals **consolidate billing** information from multiple sources and act as a single point of contact for customers. It...

**18/3,K/75      (Item 2 from file: 275)**  
DIALOG(R)File 275:Gale Group Computer DB(TM)  
(c) 2003 The Gale Group. All rts. reserv.

01175991      SUPPLIER NUMBER: 00666271      (USE FORMAT 7 OR 9 FOR FULL TEXT)  
**Omnet consultants home in on E-mail service users' needs.**  
Sandler, Corey  
PC Week, v3, n15, p42  
April 15, 1986  
DOCUMENT TYPE: column      ISSN: 0740-1604      LANGUAGE: ENGLISH  
RECORD TYPE: FULLTEXT; ABSTRACT  
WORD COUNT: 703      LINE COUNT: 00053

...ABSTRACT: the provider. Omnet uses the BusinessNet and ScienceNet brand names, putting its shell over the **electronic** mail system from the **provider** , and offers a **consolidated billing service** , custom **billing** for external **users** , an interface customized to the **service** , **user** groups or bulletin boards, and training to maximize the benefits of the system for the...

**18/3,K/76      (Item 1 from file: 636)**  
DIALOG(R)File 636:Gale Group Newsletter DB(TM)  
(c) 2003 The Gale Group. All rts. reserv.

04095838      Supplier Number: 53907946      (USE FORMAT 7 FOR FULLTEXT)  
**ERICSSON: Ericsson enables e-services for the Smart Home.**  
M2 Presswire, pNA  
Feb 18, 1999  
Language: English      Record Type: Fulltext  
Document Type: Newswire; Trade  
Word Count: 659

... on Ericsson's proven technology and expertise in building telecom networks scaling to millions of **subscribers** . The e-manager makes e-**services networks** robust, expandable and **cost** -efficient increasing **total service** scalability, availability and efficiency.

The e-tools development environment allows **service providers** , **3 party** application programmers and appliances vendors to rapidly develop services and products for the e-services...

**18/3,K/77      (Item 2 from file: 636)**  
DIALOG(R)File 636:Gale Group Newsletter DB(TM)  
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04042756      Supplier Number: 53411875      (USE FORMAT 7 FOR FULLTEXT)  
**ORACLE: Oracle announces Oracle Internet bill & pay 1.0.**  
M2 Presswire, pNA  
Dec 16, 1998

Language: English Record Type: Fulltext  
Document Type: Newswire; Trade  
Word Count: 843

... companies who bill their customers for goods or services to present bills and receive payments **online** . It will also allow banks, **service providers** and portals to **consolidate bills** from multiple **billers** and act as a single **online** access point for **consumers** . Oracle Internet Bill & Pay will significantly reduce the costs of traditional paper-based billing operations...

**18/3,K/78 (Item 3 from file: 636)**

DIALOG(R)File 636:Gale Group Newsletter DB(TM)  
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04023181 Supplier Number: 53270417 (USE FORMAT 7 FOR FULLTEXT)  
**Twin Cities' Employers Pick Vendors To Run Contracts With Care Systems.**  
Managed Care Week, v8, n40, pNA  
Nov 9, 1998  
Language: English Record Type: Fulltext  
Document Type: Newsletter; Trade  
Word Count: 397

... Iowa-based division of Seabury and Smith, which will provide the core administrative platform, including **claims processing , member services , provider network** management, enrollment and eligibility tracking, and funds transfers from employers to the care systems' providers  
...

**18/3,K/79 (Item 4 from file: 636)**

DIALOG(R)File 636:Gale Group Newsletter DB(TM)  
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03898455 Supplier Number: 50064537 (USE FORMAT 7 FOR FULLTEXT)  
**-MICROSOFT: Microsoft announces Active OSS framework**  
M2 Presswire, pN/A  
June 10, 1998  
Language: English Record Type: Fulltext  
Document Type: Newswire; Trade  
Word Count: 1681

(USE FORMAT 7 FOR FULLTEXT)  
TEXT:  
...OSS applications developed by Tandem, a Compaq Computer Corp. company, for Windows NT Server enables **service providers** to simultaneously **process** all advanced **billing , network** management and **customer** -care functions for multiple communications networks - such as wireless, wire line, local service, long distance...

**18/3,K/80 (Item 5 from file: 636)**

DIALOG(R)File 636:Gale Group Newsletter DB(TM)  
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03601731 Supplier Number: 47456288 (USE FORMAT 7 FOR FULLTEXT)  
**NEWS BRIEFS:Cisco: High-density Dial Access System**  
Systems & Network Management Report, v9, n12, pN/A  
June 10, 1997

Language: English Record Type: Fulltext  
Document Type: Newsletter; Trade  
Word Count: 289

The Cisco AccessPath system is ideally suited for **service provider** Point of Presence (POP) and large enterprise **customer** environments, where **total cost**, solution integration and **network** management are critical decision criteria. The AccessPath flexible dial architecture is cost effective, highly scalable...

**18/3,K/81 (Item 6 from file: 636)**

DIALOG(R) File 636:Gale Group Newsletter DB(TM)  
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03595086 Supplier Number: 47442318 (USE FORMAT 7 FOR FULLTEXT)

**CISCO: Cisco announces integrated high-density dial access system**

M2 Presswire, pN/A

June 4, 1997

Language: English Record Type: Fulltext  
Document Type: Newswire; Trade  
Word Count: 990

... with sophisticated centralised network management software for simple and rapid worldwide deployment of differentiated dial **services**.

The Cisco AccessPath system is ideally suited for **service provider** Point of Presence (POP) and large enterprise **customer** environments, where **total cost**, solution integration and **network** management are critical decision criteria. The AccessPath flexible dial architecture is cost effective, highly scaleable...

(FILE 'HOME' ENTERED AT 10:46:44 ON 17 JUN 2003)

FILE 'CONFSCI' ENTERED AT 10:46:58 ON 17 JUN 2003

|    |   |
|----|---|
| L1 | 8940 S BILL? OR COST? OR CLAIM                |
| L2 | 16786 S REPAIR? OR SERVICE? OR DAMAGE?        |
| L3 | 243 S L1 AND L2                               |
| L4 | 17552 S TECHNICIAN? OR ENGINEER? OR MECHANIC? |
| L5 | 5 S L3 AND L4                                 |

L5 ANSWER 1 OF 5 CONFSCI COPYRIGHT 2003 CSA  
 AN 1998:61626 CONFSCI  
 DN 98-061626  
 TI **Mechanical damage** resistance of golden extra sweet  
 pineapples grown in **Costa Rica**  
 AU Montero, M.E.C.  
 CS Universidad de Costa Rica, San Jose, Costa Rica  
 SO American Society of Agricultural Engineering, Department 0121, 2950 Niles  
 Road, St. Joseph, MI 49085-9659, USA; phone: (616) 429-0300; fax: (616)  
 429-3852; email: hqsae.org; URL: http://www.asae.org, CD-ROM of abstracts  
 available fall 1999. Contact ASAE for price. Poster Paper No. 42-986101.  
 Meeting Info.: 983 0143: American Society of Agricultural Engineers (ASAE)  
 International Meeting (9830143). Orlando, FL (USA). 11-16 Jul 1998.  
 American Society of Agricultural Engineers.  
 DT Conference  
 FS DCCP  
 LA English  
 CC 1000 ANIMAL AND PLANT SCIENCE; 4300 ENVIRONMENTAL SCIENCE

L5 ANSWER 2 OF 5 CONFSCI COPYRIGHT 2003 CSA  
 AN 90:19589 CONFSCI  
 DN 90049378  
 TI **Cost engineering** expertise in marketing construction  
**service**  
 AU Opfer, N.D.  
 SO AACE, P.O. Box 1557, Morgantown, WV 26507-1557, USA.  
 Meeting Info.: 902 0519: AACE 34th Annual Meeting (9020519). Boston, MA  
 (USA). 24-27 Jun 1990. American Association of Cost Engineers.  
 DT Conference  
 FS DCCP  
 LA UNAVAILABLE  
 CC 3000 CIVIL AND MECHANICAL ENGINEERING; 5000 GENERAL ENGINEERING AND  
 TECHNOLOGY

L5 ANSWER 3 OF 5 CONFSCI COPYRIGHT 2003 CSA  
 AN 80:57053 CONFSCI  
 DN 80091673  
 TI A **cost** efficient approach to clinical-**engineering**  
**shared services**  
 AU Finlay, J. B.; Boyce, L. H.  
 SO Proceedings (Eng, Fr) in bound volume, "Proceedings of the 8th Conference  
 and Exposition of the Canadian Medical and Biological Engineering  
 Society", Aug 80, \$20.00: CMBES Secretariat, c/o National Research  
 Council, Room 183, Bldg. M-50, Ottawa, Ontario, Canada K1A 0R8..  
 Meeting Info.: 8th Canadian Medical and Biological Engineering Society  
 Conference 1980 (803 0348). Hamilton, Canada. 17-20 Aug 80. Canadian  
 Medical and Biological Engineering Society.  
 DT Conference Article  
 FS DCCP  
 LA English  
 CC 5000 GENERAL ENGINEERING AND TECHNOLOGY; 1500 BIOCHEMISTRY; 2000 BIOLOGY  
 GENERAL; 3000 CIVIL AND MECHANICAL ENGINEERING; 4000 ELECTRICAL  
 ENGINEERING; 4500 EXPERIMENTAL MEDICINE

L5 ANSWER 4 OF 5 CONFSCI COPYRIGHT 2003 CSA  
 AN 76:7040 CONFSCI  
 DN 76060327  
 TI **Cost-effective clinic engineering: one**  
**engineer's** role in a shared **service** organization.  
 AU Alder, H.C.  
 SO Abstracts in Medical Instrumentation", Jan/Feb 76 issue; \$3.50 domestic,  
 \$4.50 overseas: AAMI, 1901 North Fort Myer Drive, Suite 602, Arlington,  
 Va. 22209, USA..

Meeting Info.: Association for the Advancement of Medical Instrumentation  
11th Annual Meeting & Exhibit (A761034). Atlanta, Georgia. 21-25 Mar 76.  
Association for the Advancement of Medical Instrumentation.

DT Conference Article  
FS DCCP  
LA UNAVAILABLE  
CC 3500 CLINICAL MEDICINE

L5 ANSWER 5 OF 5 CONFSCI COPYRIGHT 2003 CSA

AN 74:19277 CONFSCI

DN 75007820

TI System analysis approach for estimating **costs** of a clinical  
**engineering services.**

AU Shaffer, M.J.

SO Abstracts in Proceedings of 27th Annual Conference on Engineering in  
Medicine and Biology, " 11 Oct 74; \$10.00 copy to members of AEMB  
constituent societies and \$15.00 to non-members: Alliance for Engineering  
in Medicine and Biology, Suite 212, 5480 Wisconsin Ave., Chevy Chase, Md.  
20015..

Meeting Info.: 27th Annual Conference on Engineering in Medicine and  
Biology (A744003). Philadelphia, Pa. 6-10 Oct 74. Alliance for Engineering  
in Medicine and Biology.

DT Conference Article  
FS DCCP  
LA UNAVAILABLE  
CC 5000 GENERAL ENGINEERING AND TECHNOLOGY